

**Specification of Competency Standards**  
**for the Elderly Care Service Industry**  
**Unit of Competency**

Functional Area - Management

Title	Assist Elderlies to Adapt to life in Residential Care Homes
Code	106152L3
Range	This unit of competency is applicable to employees in the elderly care service industry who provide services in residential care homes. This competency involves the ability of comprehension. Employees are required to provide new elderly residents with orientation on the environment of the residential care home according to relevant guidelines and protocols of the institution; let elderlies understand the residential environment, facilities and rules, so as to help elderlies build a new social network and reduce the anxiety brought along by estranged environment so that they fit in the life in the residential care home as soon as possible .
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on how elderlies adapt to life in a residential care home</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> <li>• Understand the common difficulties among elderlies when adapting to life in a residential care home, such as: <ul style="list-style-type: none"> <li>○ Difficulty in adapting to the regular schedule and strict disciplines in residential care homes as they used to live their life however they wanted</li> <li>○ The need to change the personal living habit</li> <li>○ Living together with co-residents with different backgrounds</li> <li>○ The idea of being abandoned by their families – as opposed to the traditional Chinese belief that “bringing up children for the sake of being looked after by them in old age”</li> <li>○ Difficult to adjust to new environment due to mental health issues or cognitive impairment</li> </ul> </li> <li>• Understand the daily operation, facilities and rules of the residential care home</li> <li>• Understand the method to assess elderlies’ needs to adapt to new environment</li> <li>• Understand the guidelines and procedures of the institution regarding the provision of environmental orientation to new residents</li> <li>• Understand the common behavioural problems among elderlies with mental disturbances, cognitive impairment and depression, and how to handle them.</li> </ul> <p>2. Assist elderlies to adapt to life in a residential care home</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> <li>• Arrange elderlies to visit the residential care home with their families before moving in, in order to understand the living environment, facilities and operational conditions, so as to help elderlies to prepare psychologically for the new environment</li> <li>• Provide private space for elderlies to place their personal items, for example their favourite family photos</li> <li>• Provide new residents with orientation on the environment of the residential care home according to relevant guidelines and procedures of the institution, such as: <ul style="list-style-type: none"> <li>○ Distribute leaflets, introducing the rules of using facilities, room facilities, introducing the staff and roommates, and the organizational framework</li> <li>○ Actively learn about the adaptation of the elderlies and provide counselling when needed</li> <li>○ Arrange elderly volunteers as peers to show care and concern for new residents</li> <li>○ Arrange new residents to attend orientation activities with their families, and let them share feelings with co-residents who move in about the same time</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• Provide relevant solutions to the difficulties elderlies encounter in the process of adaptation, such as: <ul style="list-style-type: none"> <li>○ Encourage staff over every level to communicate actively with elderlies, building a familial atmosphere in the residential care home</li> <li>○ Provide various types of social activities and entertainments, for example, hobby classes, festival celebrations, tours and visits; assist elderlies to know other residents; instil a sense of belonging; provide leisure activities to elderlies from time to time; help them stay in touch with the society</li> <li>○ Host family activities, encouraging elderlies' family members to join and spend time with elderlies</li> <li>○ Encourage families to pay visits to elderlies more often, so as to prevent elderlies' from feeling abandoned</li> <li>○ For elderlies who miss their families and friends overseas, install video conferencing equipment and allow elderlies to chat with relatives and friends from overseas face-to-face</li> </ul> </li> <li>• Document how well the elderlies adjust and adapt to life in the residential care home, and report the details to supervisor and their families</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Handle and manage elderlies' adjustment and adaptation process to the life in a residential care home in a personalized manner</li> <li>• Continuously care for and respect elderlies</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Ability to provide orientation to new residents regarding the environment of the residential care home, according to relevant guidelines and protocols of the institution; and</li> <li>• Ability to assist elderlies to familiarize themselves with the environment of the residential care home and build new support network, by hosting various events, encouraging elderlies to actively participate and instilling a sense of belonging among them towards the residential care home.</li> </ul>
Remark	