

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

Functional Area - Management

Title	Assist Residents to Deal with Interpersonal Problems
Code	106153L3
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 analysis and solving problems. Employees are required to understand the core issue of elderlies' interpersonal relationship problems, and assist them to handle the issue using good communication skills and appropriate methods.
Level	3
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on interpersonal relationship of elderlies</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the importance of good interpersonal relationships to elderlies, such as: <ul style="list-style-type: none"> ○ Help alleviate mental stress ○ Stabilize emotions ○ Enhance a sense of fulfilment ○ Build positive self-image ○ Enhance independent problem-solving ability • Understand the methods to manage conflicts • Understand the ways and skills to facilitate good communication • Understand the ways and skills to solve interpersonal relationship problems • Understand the common interpersonal relationship problems among residents, such as: <ul style="list-style-type: none"> ○ Differences in habits ○ Differences in opinions or conflicts due to sharing room facilities ○ Differences in personalities and values ○ Behavioural problems caused by mental disturbance and cognitive impairment ○ Differences in opinions towards services delivered by different staff members • Understand the guidelines and procedures of the institution regarding managing interpersonal relationship problems of residents • Understand the behavioural problems caused by mental disturbance, cognitive impairment and depression common among elderlies and how to handle them • Understand the personalities of resident and how they interact with others <p>2. Assist elderlies to handle interpersonal relationship issues</p> <p>Be able to</p> <ul style="list-style-type: none"> • Take measures to prevent conflicts between elderlies, such as: <ul style="list-style-type: none"> ○ Lay down clear guidelines on the use of common facilities in the room ○ Educate all elderlies on how to build positive interpersonal relationships ○ Educate elderlies the way to live with someone suffering from mental disturbance, cognitive impairment, or depression • Inspect the room daily and regularly according to the guidelines of the institution, and understand how the elderlies get along with each other • When there is a conflict between elderlies, investigate the core issue of the conflict and seek appropriate solution, such as: <ul style="list-style-type: none"> ○ In case of different opinions regarding the use of common facilities, advise them to discuss relevant rules in upcoming room meeting, so that roommates can discuss the issue rationally, in order to reach a consensus

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	<ul style="list-style-type: none"> ○ In case of differences in personalities or habits, advise them to communicate openly and accommodate each other's differences; consider rewarding desirable behaviours and punishing undesirable ones, which may reinforce elderlies' desirable behaviours over time ○ In case those suffering from mental disturbance or cognitive impairment are causing nuisance to other residents, refer the cases to the medical doctors for adjustment of drug dosage, or arrange healthcare professionals to provide non-pharmacological treatment, in order to reduce the occurrence of behavioural problems ○ In case elderlies have opinions towards the performance of employees or how issues are handled within the institution, provide channels for them to express such opinions ● If the interpersonal relationship problems of elderlies are not yet solved, or employees face difficulties in solving those problems, refer the cases to social workers for individual counselling ● Document the process of handling interpersonal relationship problems in details, evaluate its effectiveness, and use it as a reference for follow-up actions in future <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Handle interpersonal relationship problems fairly and impartially ● Show respect and care for elderlies when handling disputes
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none"> ● Ability to analyse the core issue of elderlies' interpersonal relationship problems, use good communication skills and appropriate methods to solve them; assist elderlies to handle the problems and ease their frustration.
Remark	