

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

Unit of Competency is applicable across different functional areas

Title	Provide Comfortable Environment
Code	106204L1
Range	This Unit of Competency is applicable to employees in the elderly care service industry who provide care services to elderlies. This competency involves tasks in a routine, familiar, day-to-day working environment. Employees are required to tidy up environment and facilities within the institution; ensure the provision of a comfortable environment, and make sure elderlies' autonomy, privacy, and rights of decision are well respected.
Level	1
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on comfortable and safe environment for elderlies</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the procedures and guidelines of the institution regarding tidying up the environment and facilities • Understand what makes an environment comfortable for elderlies, including: <ul style="list-style-type: none"> ○ having private space ○ Safe environment without obstacles ○ Warm feeling ○ No limitation in activities ○ Privacy is protected and respected ○ Safe from being harassed etc. <p>2. Provide comfortable environment</p> <p>Be able to</p> <ul style="list-style-type: none"> • Tidy up the environment and facilities according to relevant procedures and guidelines of the institution, not only paying attention to comfort, but also minimizing safety risks to elderlies, for example, <ul style="list-style-type: none"> ○ Clean the place daily, keep the place clean and never make the floor wet ○ Remove obstacles, clutter or electrical wires from passages to keep them clear ○ Place furniture in appropriate positions and try not to restrict movement around the room ○ Keep the decorations simple, use soft material when possible ○ Ensure good ventilation, wash and clean the air conditioning system regularly ○ Provide sufficient lighting ○ Provide private spots to store personal items ○ Put up larger signs, so that elderlies can easily read them • Create warm and harmonious atmosphere in the environment, so that elderlies feel calm and safe, such as: <ul style="list-style-type: none"> ○ Act friendly ○ Allow elderlies to use their personal items ○ Encourage elderlies to express their opinions and personal feelings ○ Actively show care to elderlies ○ Provide outstanding care service ○ Avoid inappropriate behaviours, including harassment or neglect ○ Respect and protect personal privacy, including personal data and personal belongings • Fix broken or loosen parts of the building or facilities immediately, or report to the supervisor, in order to arrange repair and follow-up action

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	<p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none">• Protect and respect the personal privacy of elderlies, respect their autonomy and make them feel safe and calm in the environment
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none">• Ability to tidy up the environment and facilities according to relevant procedures and guidelines of the institution; create a warm and harmonious atmosphere and provide a comfortable environment to elderlies.
Remark	<p>Follow Chapter 7, 14 and 15 of the Code of Practice of Residential Care Homes for the Elderly by the Social Welfare department.</p>