

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

Unit of Competency is applicable across different functional areas

Title	Provide Psychological Support to Mentally impaired Patients
Code	106224L4
Range	This Unit of Competency is applicable to employees in the elderly care service industry who provide counselling service. This Competency involves the abilities to analyse and make correct judgement. Employees are required to assess the psychological conditions of psychiatric patients, analyse their psychological needs according to the procedures and guidelines of the institution on psychological support services for psychiatric patients, so as to provide appropriate psychological support.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on psychiatric patients and their psychological needs</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the procedures and guidelines of the institution on providing psychological support services to psychiatric patients • Understand the types of psychiatric illnesses, their relevant symptoms and their possible causes • Understand the skills required to assess psychological conditions of psychiatric patients and to analyse their psychological needs • Understand the skills to build trustful rapport with psychiatric patients • Understand the community resources supporting psychiatric patients <p>2. Provide psychological support to psychiatric patients</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Assess the psychological conditions of psychiatric patients and the possible causes of illness, analyse their psychological needs, and provide suitable psychological support, such as: <ul style="list-style-type: none"> ○ Improve personal self-efficiency and self-value <ul style="list-style-type: none"> ▪ Help patients accept the fact that they are ill ▪ Enhance patients' self-care ability and skills for living in the community to boost their confidence ○ Reduce patients' sense of loneliness and refusal, help others accept them <ul style="list-style-type: none"> ▪ Assist patients to improve communication skills ▪ Teach patients the skills manage stress and control emotions; inform them of the channel to express and relieve their emotions ▪ Teach patients ways to manage social conflicts ▪ Encourage patients to participate in social activities more often, expand their social circle and strengthen their interpersonal relationships, so as to bring more care and support to patients • Build trustful rapport with patients to reduce their psychological stress, such as: <ul style="list-style-type: none"> ○ Communicate with patients in a supportive, encouraging, concerning and accepting manner ○ Arrange a comfortable and private environment and build a relaxing and harmonious atmosphere. • Refer patient to suitable community resources when needed <p>3. Exhibit professionalism</p>

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	<p>Be able to</p> <ul style="list-style-type: none">• Provide support to patients in an equal manner without any bias or discrimination• Care for the personal feelings of patients, provide support and show understanding in order to build their confidence and trust
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none">• Ability to assess the psychological conditions of psychiatric patients and analyse their needs for psychological support, and provide appropriate psychological support according to the procedures and guidelines of the institution, so as to help them join the community.
Remark	