Contents

What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Introduction

Qualifications Pack- Home Health Aide

SECTOR: HEALTH

SUB-SECTOR: Allied Health & Paramedics

OCCUPATION: Home Health Aide

REFERENCE ID: HSS/ Q 5102

ALIGNED TO: NCO-2004/NIL

Home Health Aide (HHA) is also known as Home Health Provider and Unlicensed Assistive Personnel (UAP).

Brief Job Description: Provide routine individualised healthcare to the elderly, convalescents, or persons with disabilities at the patient's home. Monitor or report changes in health status. Provide personal care such as bathing, dressing, and grooming of patient.

Personal Attributes: This job requires the individual to work in collaboration with patient carers and other healthcare providers. The individual should be result oriented. The individual should also be able to demonstrate basic patient care skills, communication skills and ethical behaviour. The individual should be calm and patient while dealing with elderly person.

Qualifications Pack Code	HSS/Q 5102		
Job Role	**Home Health Aide**		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	12/05/13
Sub-sector	Allied Health & Paramedics	**Last reviewed on**	22/05/13
Occupation	Home Health Aide	**Next review date**	22/12/16
NSQC Clearance on	**18/05/2015**		
Job Role	**Home Health Aide**		
Role Description	Provide routine individualized healthcare to the elderly, convalescents, or persons with disabilities at the patient's home. Monitor or report changes in health status. Provide personal care such as bathing, dressing, and grooming of patient.		
NSQF level	**4**		
Minimum Educational Qualifications	Class X preferably but Class VIII in certain cases		
Maximum Educational Qualifications	Not Applicable		
Minimum Job Entry Age	18 Years		
Training	Not Applicable		

Job Details

|	
Applicable National Occupational Standards (NOS)	HSS/ N 5116: Assist patient in bathing
	HSS/ N 5117: Assist patient in grooming
	HSS/ N 5118: Assist individual in dressing-up
	HSS/ N 5119: Support patient to eat and drink
	HSS/ N 5120: Assist individual in maintaining normal elimination
	HSS/ N 5121: Prevent and control infection in the home setting
	HSS/ N 5122: Communicate with geriatric/paralytic/ immobile patient and their carers
	HSS/ N 5123: Enable geriatric/paralytic/ immobile patient to cope with changes to their health and well-being
	HSS/ N 5124: Implement interventions with geriatric/paralytic/immobile patient at risk of falls
	HSS/ N 9603: Act within the limits of your competence and authority
	HSS/ N 9604: Work effectively with others
	HSS/ N 9605: Manage work to meet requirements
	HSS/ N 9606: Maintain a safe, healthy and secure environment
	HSS/ N 9607: Practice Code of conduct while performing duties
	HSS/ N 9609: Follow biomedical waste disposal protocols
	Optional : N.A
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Biomedical Waste	Biomedical waste consists of solids, liquids, sharps, and laboratory waste that are potentially infectious or dangerous and are considered bio waste.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are essential to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job roleRole	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements that together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards that apply uniquely in the Indian context.
Nil by mouthMouth	A medical instruction, for patients who may not take any substances orally for various reasons
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Definitions

Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with '**N**'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

Acronyms

Keywords /Terms	Description
AIDS	Acquired Immune Deficiency Syndrome
HHA	Home health aide
HIV	Human Immuno-deficiency Virus
IV	Intravenous
NOS	National Occupational Standards
QP	Qualifications Pack

NOS

National Occupational Standards

HSS/ N 5116:   **Assist patient in bathing**

National Occupational Standards
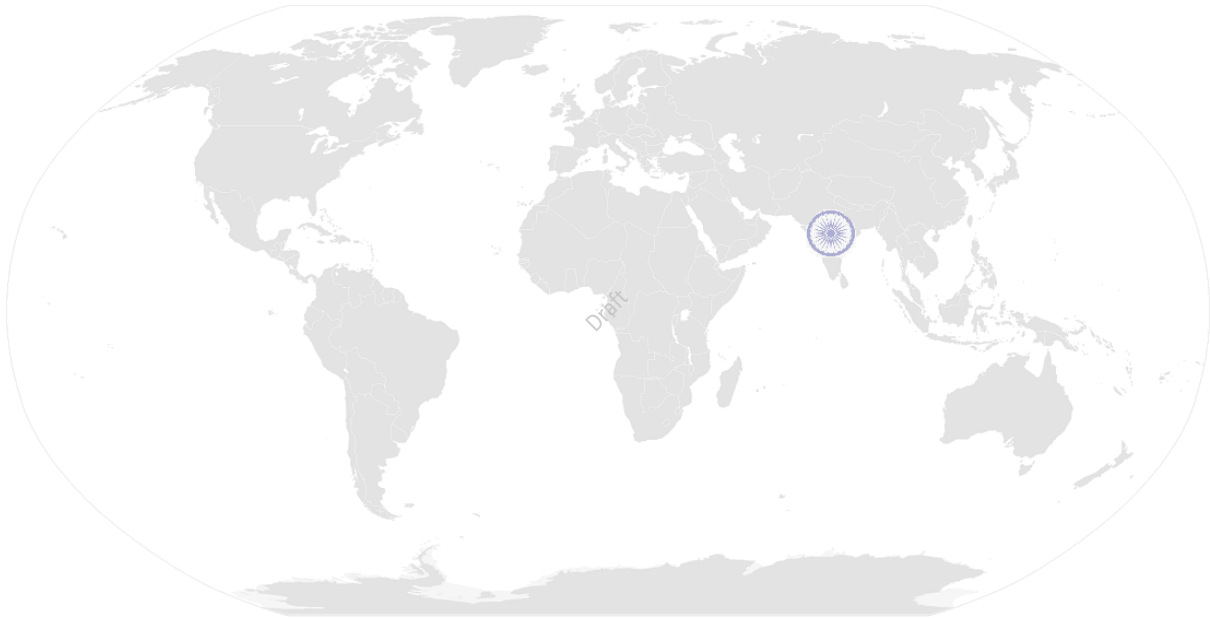
Overview

This OS unit is about bathing a patient by Health Home Aide. The purpose of bathing is to cleanse the skin, stimulate blood circulation to the skin, improve self-image, reduce body odour and promote range of motion exercise.

NOS
National Occupational Standards

HSS/ N 5116:   **Assist patient in bathing**

National Occupational Standard

Unit Code	HSS/ N 5116
Unit Title (Task)	Assist patient in bathing
Description	This OS unit is about bathing a patient by Health Home Aide. The purpose of bathing for a patient is to cleanse the skin, stimulate blood circulation to the skin, improve self-image, reduce body odour and promoting range of motion exercise.

Scope	This unit/task covers the following:
	• Considering patient's preference and conditions when determining:
	   o Type of bath
	   o Time of bath
	   o Frequency of bath
	Choosing the type of bath that is recommended as per the following guidelines:
	   o Complete bed bath
	   o Partial bath
	   o Tub bath
	   o Shower
	Giving importance to patient's privacy needs

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Maintain the patient's privacy and promote independence by encouraging the patient to do as much as possible PC2. Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort PC3. Check water temperature before patient checks in PC4. Follow standard precautions when performing perennial care or when bathing a patient with skin lesion and rashes PC5. Dry patient's skin by patting with a towel which decreases friction and prevents skin breakdown PC6. Never leave a patient unattended in bath room PC7. Wash from cleanest to dirtiest PC8. Observe and report unusual findings to the nurse PC9. Offer patient back rub after bathing as well as at bed time to stimulate blood circulation and release stress PC10. Apply lotion to dry skin, if requested PC11. Clean the tub, shower and chair before and after each use PC12. Always check each patient's skin after bathing

Knowledge and Understanding (K)

| A. Organisational Context (Knowledge of the | The user/individual on the job needs to know and understand:

KA1. How to perform patient bath based on patient's condition as per protocols |

HSS/ N 5116:   **Assist patient in bathing**

Healthcare provider/ Organisation and its processes)	KA2. How to collect and record feedback about the services KA3. How to and whom to inform in case of observing something which is clinically important KA4. Relevant protocols, good practices, standards, policies and procedures

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	
	KB1. How to drape and undrape the patient
	KB2. How to perform back rub
	KB3. How to give shower, complete bed bath, partial bed bath or tub bath to the patient
	KB4. How to ensure that proper procedures and processes are followed
	KB5. The basic functionalities of the applications that are used during the bathing
	KB6. During Bathing observe and report any of the following
	    a. Colour changes of the lip
	    b. Rashes, dry skin, bruises, broken skin, reddened areas, abnormal skin temperature
	    c. Drainage, bleeding, complaints of pain and itching

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Record the completion of the bathing procedure with relevant details by marking the template
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read the doctor/nurse instructions and interpret them correctly SA3. Cross check the doctor's instructions with the ward nurse for proper understanding
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Discuss procedures with the patient and make him/ her feel comfortable SA5. Answer questions that patient may have
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Make decisions regarding the best bathing way SB2. Apply best practices in existing processes to drive improvements
	Plan and Organise

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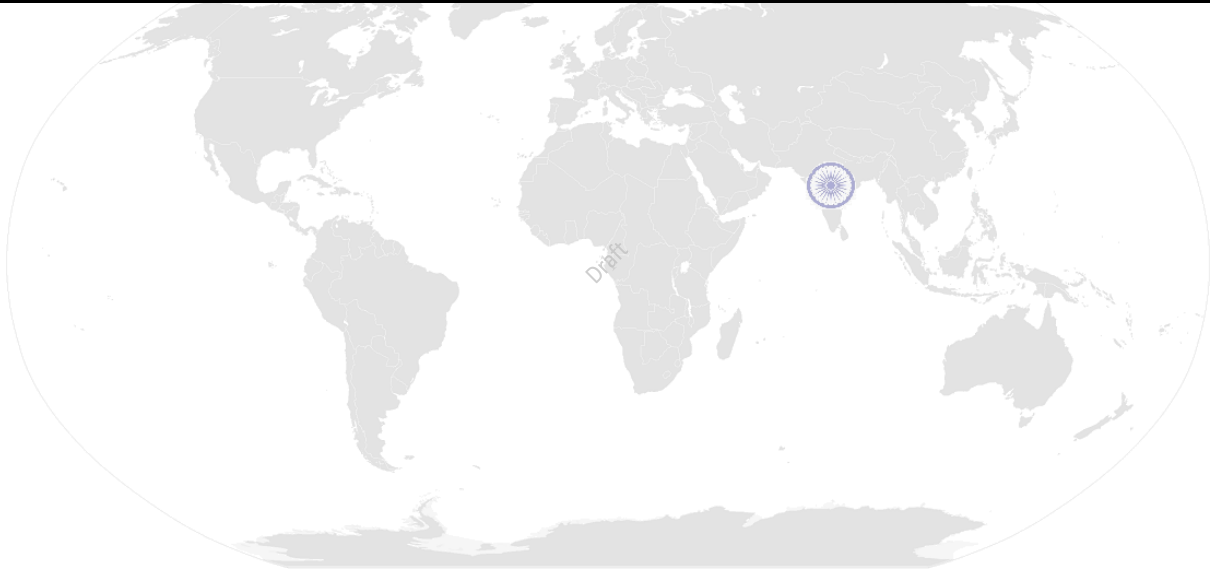
	The user/individual on the job needs to know and understand:
	SB3. Plan the time for giving the bath to the patient and organise the same with other team members if they are needed
	Patient Centricity
	The user/individual on the job needs to know and understand how:
	SB4. All activities related to performing patient bathing are performed keeping in consideration the patient benefits
	Problem Solving
	The user/individual on the job needs to know and understand:
	SB5. That if there is an unusual finding then he/she should seek the help of a nurse to solve the problem
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. Use the existing experience for improving the comfort of the patient during the bathing process
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

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HSS/ N 5116:   Assist patient in bathing

NOS Version Control

NOS Code	HSS/ N 5116		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16

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HSS/ N 5117:   **Assist patient in grooming**

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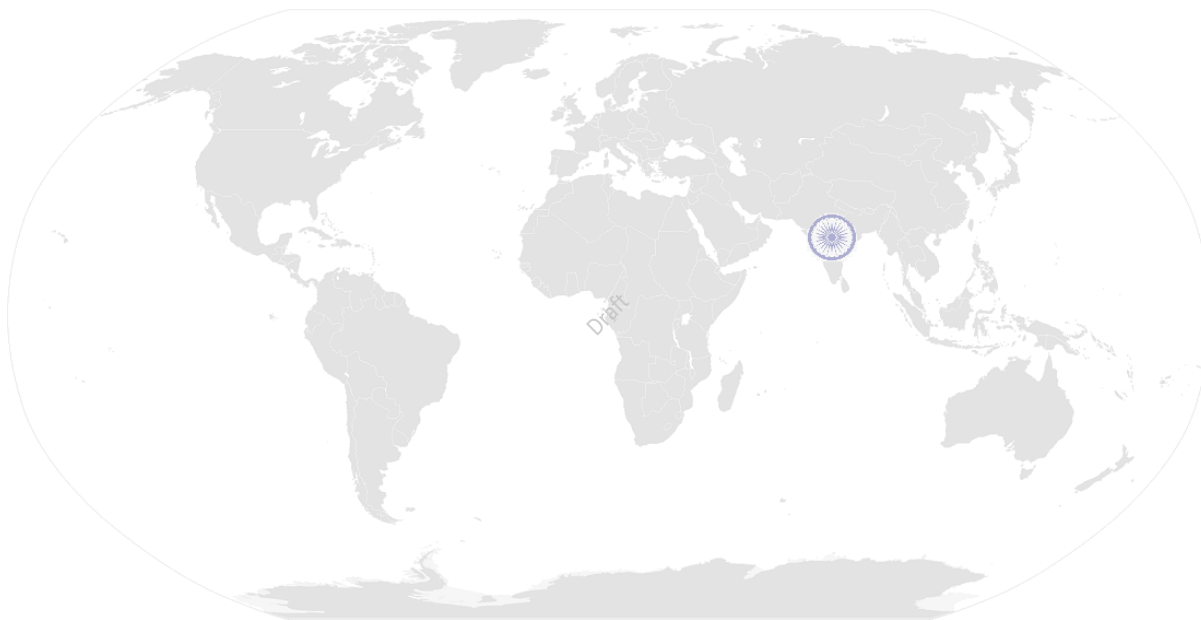
Overview

This OS unit is about grooming a patient by Health Home Aide. The purpose of grooming is to promote mental, physical and personal health and also social wellbeing of the patient. This OS provides assistance about performing tasks such as caring for teeth, shaving and brushing hair.

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HSS/ N 5117:   **Assist patient in grooming**

National Occupational Standard

Unit Code	HSS/ N 5117
Unit Title (Task)	Assist patient in grooming
Description	This OS unit is about grooming a patient by Health Home Aide. The purpose of grooming is to promote mental, physical and personal health and social wellbeing of the patient. This OS provides assistance about performing tasks such as caring for teeth, shaving and brushing hair.

Scope	This unit covers about assisting patient in grooming:
	
	• Depending on the patient's condition and request, the individual has to decide on the kind of grooming support that needs to be provided to the patient from the list below:
	
	   o Hair styling and makeup
	   o Shaving
	   o Brushing (Oral care)
	   o Finger and toe nail Care
	
	Maintain the grooming routine, if already established by the patient and encourage the patient to do it on their own. always use simpler and safer grooming tools. Constant encouragement and compliments will enhance self-grooming efforts

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Maintain the patient's privacy and promote independence by encouraging the patient to do as much as possible on their own. PC2. Show the patient how they look after the grooming is done PC3. Use standard precautions and protocols for shaving and cutting nails PC4. Perform duties gently to avoid injuries, especially during shaving, brushing and hair styling PC5. Rinse toothpaste thoroughly from the mouth after brushing PC6. Store dentures in cool water and label them with patient's name to avoid confusion

| Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	The user/individual on the job needs to know and understand: KA1. The importance of grooming and various functions included under grooming KA2. How to perform and modify grooming tasks based on the patient's condition e.g. dementia, diabetes and paralysis. KA3. Whom to inform in case of observing something which is clinically important KA4. Relevant protocols, good practices, standards, policies and procedures related to grooming

HSS/ N 5117:   **Assist patient in grooming**

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its processes)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to clean dentures and store them KB2. How to perform brushing and oral care in unconscious patients KB3. How to prepare patient for hair styling KB4. How to prepare patient before cutting the nails KB5. How to prepare patient before providing oral care KB6. How to make sure that proper procedures and processes are followed

Skills (S)

A. Core Skills/ Generic Skills	**Writing Skills**
	The user/individual on the job needs to know and understand how to: SA1. Record the completion of the grooming procedure on the template SA2. Record observations (if any) made during the procedure on the template
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read the doctor/nurse instructions and interpret them correctly and confirm them with nurse before taking any action
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Discuss the specific grooming procedure with the patient and make them feel comfortable SA5. Answer the patient questions regarding their grooming needs
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Make decisions regarding the best way to perform a particular grooming function (hair care, oral care or nail care) depending upon the patient's condition. SB2. Apply best practices in existing processes to drive improvements SB3. Modify procedure to prevent spread of infection
	Plan and Organise
	The user/individual on the job needs to: SB4. Ensure that all necessary equipment required to perform a particular grooming task are handy SB5. Ensure personal protective gear is used while grooming contagious and infected patients
	Patient Centricity

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HSS/ N 5117:   **Assist patient in grooming**

|	The user/individual on the job needs to know and understand how to: SB6. Make the patient feel comfortable SB7. Ensure patient privacy
	Problem Solving
	Not Applicable
	Analytical Thinking
	Not Applicable
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action
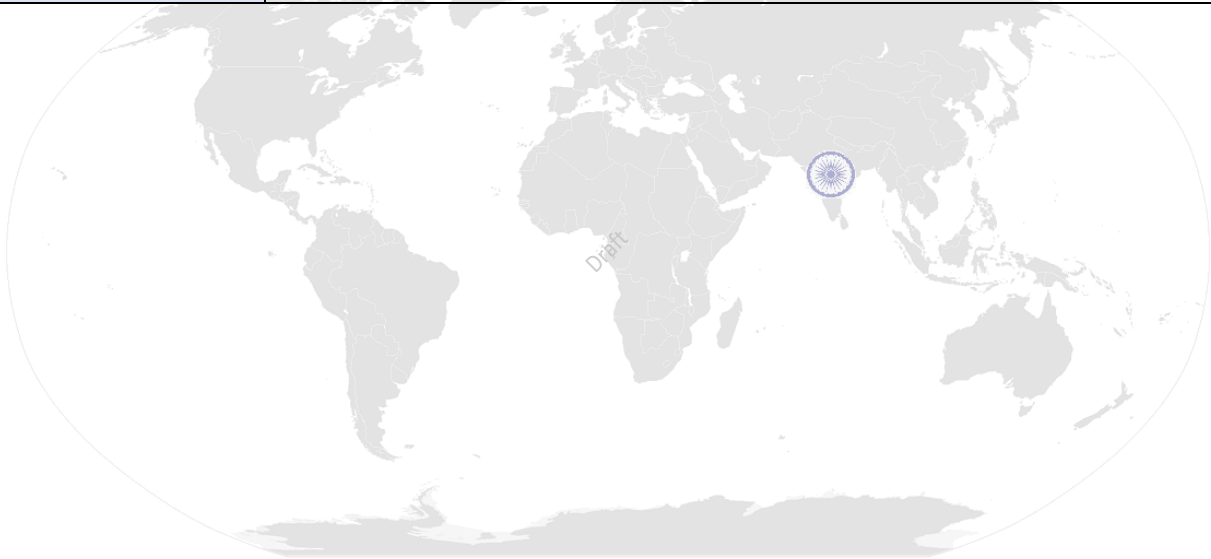
NOS Version Control

NOS Code	HSS/ N 5117		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16
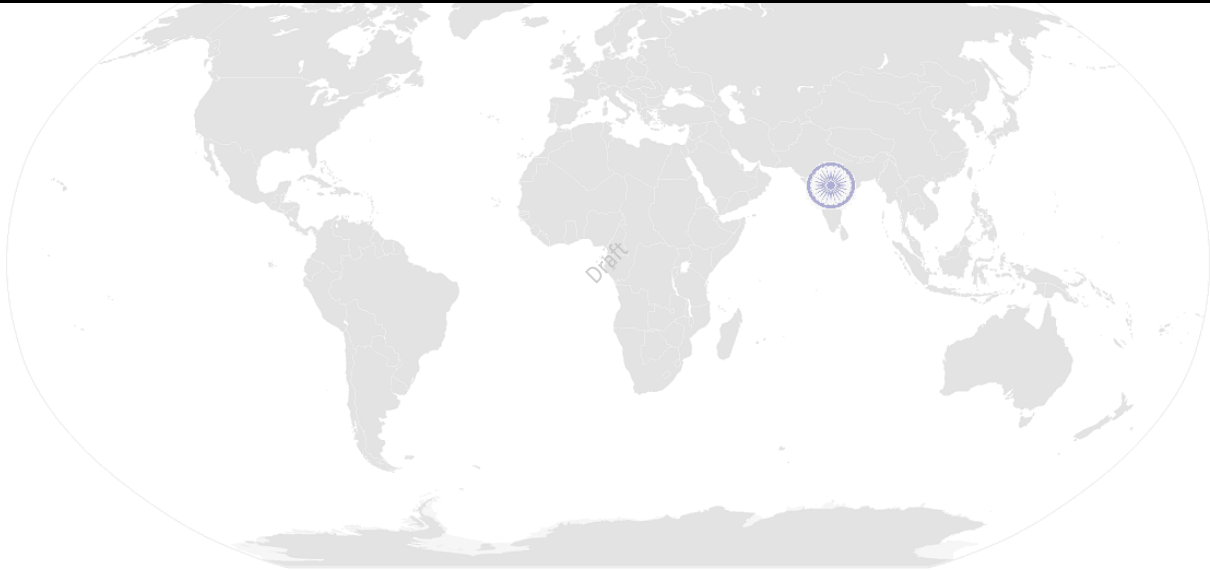
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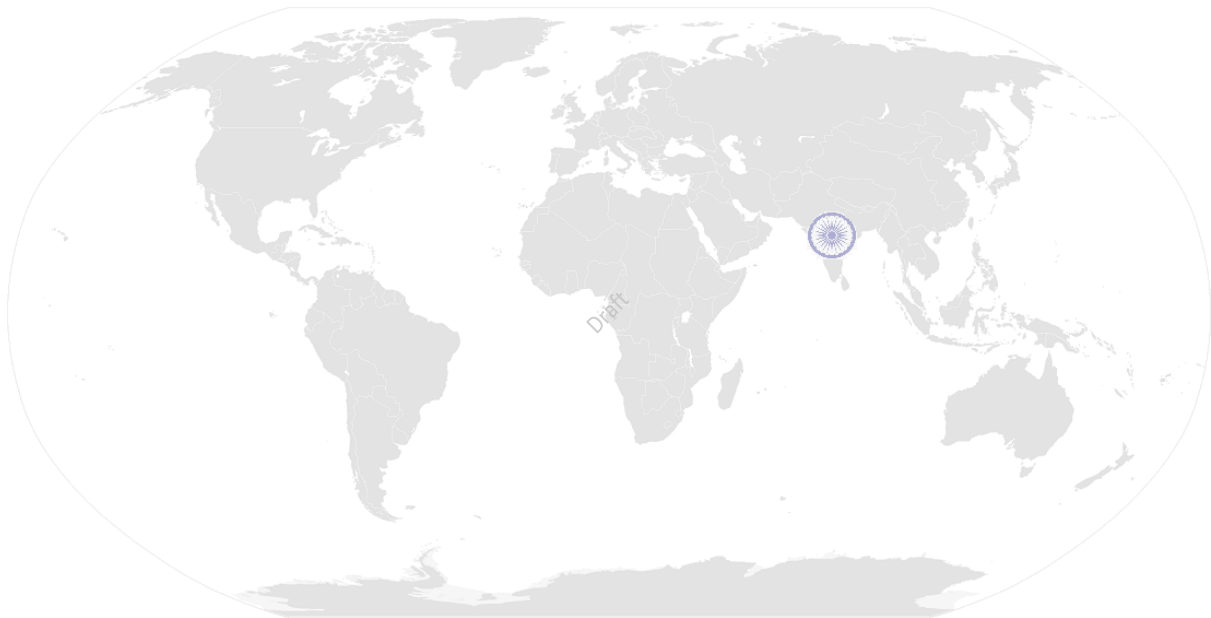
Overview

This OS unit is about dressing up a patient by Health Home Aide. The purpose of dressing is to help them continue with the daily ritual of dressing and boost their esteem and mood at the same time. It helps promote their individuality

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HSS/ N 5118:   **Assist individual in dressing**

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and personality and makes them feel good about themselves.

<table>
<tr><td>Unit Code</td><td colspan="3">HSS/ N 5118</td></tr>
<tr><td>Unit Title
(Task)</td><td colspan="3">Assist individual in dressing</td></tr>
<tr><td>Description</td><td colspan="3">This OS unit is about dressing a patient by Health Home Aide. The purpose of dressing to help them continue with the daily ritual of dressing and boost their esteem and mood at the same time. It helps promote their individuality and personality and makes them feel good about themselves.</td></tr>
<tr><td>Scope</td><td colspan="3">This unit covers the following:

Consideration needs to be given to the following while dressing the patient:
The steps involved in the process of dressing like which limb to undress first
Ensure that the clothing is comfortable as per the patients need (woollens in cold weather and cotton in warm weather)
Ensure that the right size of shoes and slippers are provided to the patient (non-slip surface to prevent falls)
Maintain patient privacy by following a correct technique of undressing and dressing
During dressing, observe and ensure that:
Clothes fit the patient
Remove all accessories like belts, jewellery and scarfs to avoid inconvenience
Shoes/slippers are of the right size and are non-slippery to prevent fall</td></tr>
<tr><td colspan="4">Performance Criteria (PC) w.r.t. the Scope</td></tr>
<tr><td>Element</td><td colspan="3">Performance Criteria</td></tr>
<tr><td></td><td colspan="3">To be competent, the user/individual on the job must be able to:

PC1.   Maintain the patient's privacy and promote independence by encouraging them to do as much as possible on their own
PC2.   Fasten the clothing with elastic fasteners
PC3.   Ensure that the footwear fits correctly</td></tr>
<tr><td colspan="4">Knowledge and Understanding (K)</td></tr>
<tr><td>A. Organisational Context
(Knowledge of the Healthcare provider/ Organisation and its processes)</td><td colspan="3">The user/individual on the job needs to:

KA1.   Understand standard protocols for undressing and dressing the patient to prevent spread of infection
KA2.   Understand the organisation processes and codes for different dresses for patient
KA3.   Know the importance of clothing and dressing the patient using right techniques as per the protocols
KA4.   Collect and record feedback about the services at the helpdesk
KA5.   Understand and follow relevant protocols, good practices, standards, policies</td></tr>
</table>

HSS/ N 5118:   **Assist individual in dressing**

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	and procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to undress a patient with minimum discomfort KB2. How and who, to inform in case of observing something clinically important (e.g. bed sores) KB3. How to dress a patient without causing discomfort KB4. Dressing procedure to prevent spread of infection KB5. Appropriate clothing depending upon the patient's condition and the general environment KB6. How to manage additional equipment like catheter or IV lines (Intravenous) while performing the dressing task
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Record observations made during the procedure on the template
	Reading Skills The user/individual on the job needs to know and understand how to: SA2. Read the instructions of the doctor/nurse and confirm the same with the nurse before taking any action
	Oral Communication (Listening and Speaking skills) The user/individual on the job needs to know and understand how to: SA3. Discuss the dressing procedure with the patient and make him/her feel comfortable SA4. Take verbal orders from the provider SA5. Answer the patient's questions with regard to their dressing needs, including the type of clothing. SA6. Explain the dressing procedure to the patient while performing it to minimise resistance and reduce pain SA7. Inform the ward nurse on completion of the procedure
B. Professional Skills	**Decision Making** The user/individual on the job needs to know and understand: SB1. How to take decisions regarding the appropriate clothing requirement of the patient SB2. The steps involved in the dressing process (e.g. which limb to undress first)
	Plan and Organise The user/individual on the job needs to know and understand: SB3. The steps involved in dressing and undressing (e.g. undress the unaffected limb first to minimise movements, and then rolling the soiled gown from neck

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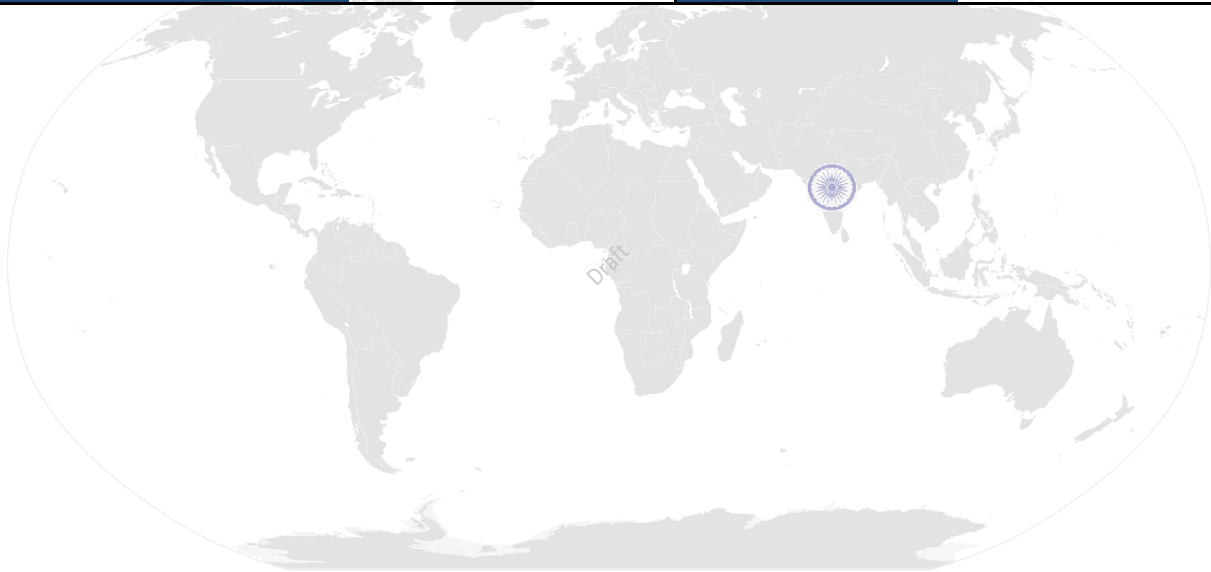
	downwards beneath the sheet to prevent infection)
	SB4. That the patient's dress is clean and dry
	SB5. How to avoid soiling of linen during the process
	Patient Centricity
	The user/individual on the job needs to know and ensure that:
	SB6. The clothing is dry, clean and of a suitable size for the patient
	SB7. The fasteners are available and secured for patient's convenience
	SB8. The footwear is of the right size and non-slippery to prevent fall
	SB9. Painful movements are minimised during the dressing procedure.
	SB10. The patient's privacy is maintained
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB11. Ensure appropriate dressing technique to prevent the spread of infection to other parts
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB12. Interpret the patient's needs related to dressing and provide the solution compassionately
	SB13. Use the existing experience for improving the comfort during the dressing process
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB14. Apply, analyse and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action

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HSS/ N 5118:   **Assist individual in dressing**

<u>NOS Version Control</u>

NOS Code	HSS/ N 5118		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16

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HSS/ N 5119:   **Support patients to eat and drink**

National Occupational Standards

Overview

This OS unit is about feeding a patient by Health Home Aide. The purpose of feeding is to provide nutrition for physical and mental wellbeing, increase energy levels, enhance immunity and hasten the healing process.

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HSS/ N 5119: **Support patients to eat and drink**

National Occupational Standard

Unit Code	HSS/ N 5119
Unit Title (Task)	Support patients to eat and drink
Description	This OS unit is about feeding a patient by Health Home Aide. The purpose of feeding is to provide nutrition for physical and mental wellbeing, increase energy levels, enhance immunity and hasten the healing process.
Scope	This unit/task covers the following: - Consideration to the following are to be given due importance by HHA when feeding - Religion and cultural background of the patient - Nature of the illness and condition of the patient - Personal preferences of the patient - Financial condition of the patient/relatives Ensuring Ensurea healthy and well-balanced diet is fed to the patient in order to ensure recovery from the condition. Patient preferences need to be given due consideration

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Make the patient comfortable and encourage eating as recommended PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient PC3. Feed the patient through spoon PC4. Assist in elimination and oral care prior to feeding PC5. Wash the patient's hands and mouth after feeding PC6. Measure input and record them PC7. Observe and ensure that a. Elimination process is completed before feeding b. Oral care and grooming is performed before feeding c. The patient is comfortable when being fed d. The food provided is according to the dietary prescription of the prescribing physician or dietician PC8. Patient is not having symptoms of distress like coughing and regurgitation

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and	The user/individual on the job needs to know and understand: KA1. Whom to inform in case the patient faces any problems while being fed KA2. Relevant protocols, good practices, standards, policies and procedures for feeding

National Occupational Standards

HSS/ N 5119:   Support patients to eat and drink
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its processes)	
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The importance of balanced and healthy diet as prescribed by the physician KB2. How to wipe patients mouth and keep the clothes clean KB3. How to prevent spilling of food and maintain patient's dignity and hygiene KB4. How to wash hands and maintain hygiene to prevent spread of infections KB5. How to feed using spoon or through Ryle's tube KB6. Appropriate diet for different medical conditions KB7. Ability to identify symptoms like choking or uneasiness while feeding and communicate them in correct language to the nurse/ physician KB8. How to measure intake and record it
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/individual on the job needs to know and understand how to: SA1. Record the unusual symptoms during the feeding procedure in the template and inform the nurse about that observation
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read the procedures and If the individual is not able to than seek the help of nurse
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Understand and respond to patients questions during the feeding process SA4. Motivate the patient to consume recommended amount of food to hasten healing
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Identify unusual symptoms experienced by the patient during feeding and report them promptly SB2. Manage the speed of feeding to avoid aspiration or choking SB3. Check the frequency of feeding as per the meal plan SB4. Check if the utensils are clean prior to feeding the patient
	Plan and Organise
	The user/individual on the job needs to: SB5. Plan and assist the patient in washing hands and move the patient into a comfortable position before feeding
	Patient Centricity

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HSS/ N 5119:   **Support patients to eat and drink**

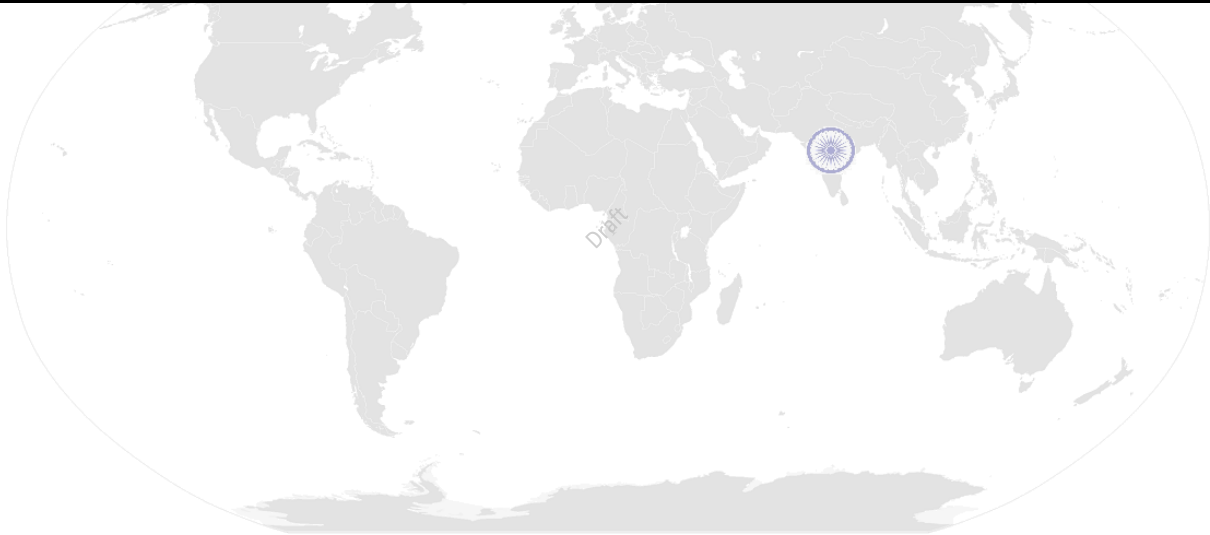
	The user/individual on the job needs to:
	SB6. Avoid spilling of food during feeding
	SB7. Be compassionate and feed slowly to avoid aspiration or choking
	SB8. Intermittently offer fluids to enhance the ability to chew and prevent choking
	SB9. Assist in performing other functions like elimination or oral care before feeding.
	SB10. Maintain clean environment to avoid infection
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB11. Interpret the patient needs related to feeding and modify feeding pattern accordingly (with approval from the concerned physician)
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB12. Interpret uneasiness during feeding and report to the concerned nurse or physician
	SB13. Use appropriate feeding techniques with smaller feeds per spoon to allow chewing
	SB14. Understand patient's need and modify the diet like providing fluids intermittently or diluting the food to allow chewing
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB15. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action

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HSS/ N 5119:   **Support patients to eat and drink**

NOS Version Control

NOS Code	HSS/ N 5119		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16

National Occupational Standards

Overview

This OS unit is about assisting a patient in elimination by Health Home Aide. The purpose of elimination is to assist the patient in urination and defecation and maintain hygiene during the process.

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HSS/ N 5120:   **Assist individual in maintaining normal elimination**

National Occupational Standard

Unit Code	HSS/ N 5120
Unit Title (Task)	**Assist individual in maintaining normal elimination**
Description	This OS unit is about assisting a patient in elimination by Health Home Aide. The purpose of elimination is to assist the patient in urination and defecation and maintain hygiene during the process.
Scope	This unit/task covers the following: - Consideration to the following is to be given due importance by HHA when assisting in the elimination process: - Patients mobility - Medical condition like incontinence - Urination or defecation Ensuring patient's privacy is important during elimination. Maintaining hygiene like washing hands is also an integral part of the elimination process

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Promptly respond to patient's elimination needs PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode PC3. Wipe the patient and wash hands to prevent infection PC4. Use equipment correctly to prevent discomfort or injury PC5. Maintain patient's privacy at all times during the procedure PC6. Record changes in colour or texture of the elimination and report usual findings immediately

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Whom to inform in case of observing changes in elimination content KA2. Relevant protocols, good practices, standards, policies and procedures for elimination
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to administer a bed pan for immobile patients KB2. How to assist a mobile patient to use the commode KB3. How to check for kinks and obstruction in an indwelling catheter KB4. The process of cleaning and wiping the patient after elimination to prevent infections KB5. How to identify change in colour, odour or texture of the elimination and

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HSS/ N 5120: **Assist individual in maintaining normal elimination**

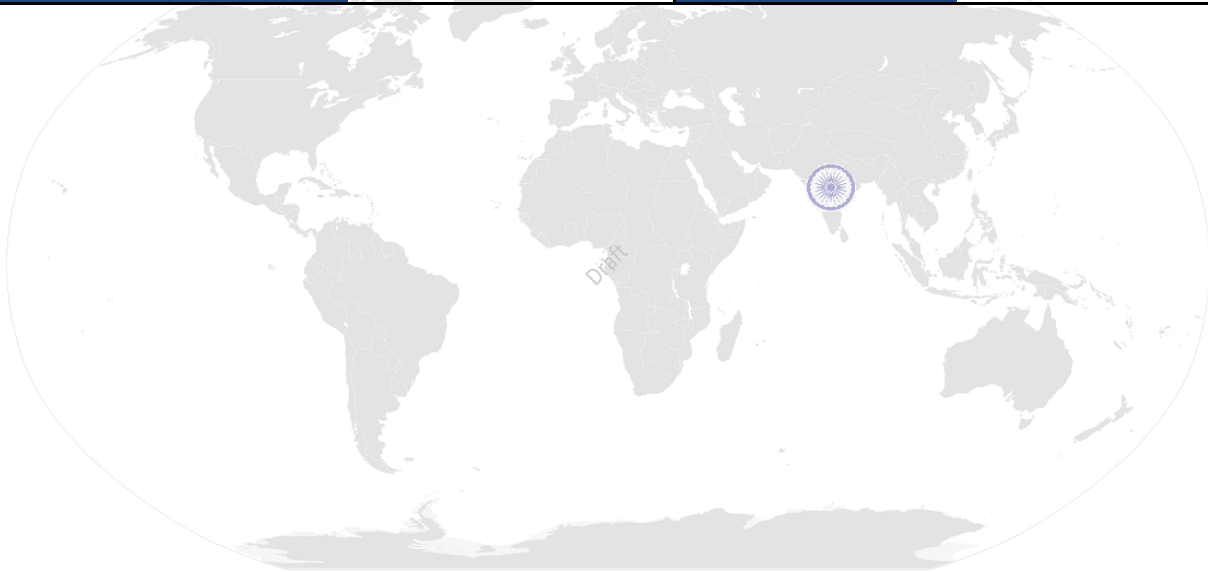|		
		report it promptly
	KB6.	How to use equipment and techniques correctly to avoid injury or inconvenience to the patient
	KB7.	How to wipe patients and keep the clothes clean and prevent spoiling to maintain patient's dignity and hygiene
	KB8.	The importance of recording quality and quantity of elimination output
Skills		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
	SA1.	Record changes in odour, texture or colour of the elimination on the template
	SA2.	Record and report the output quantity on the template
	Reading Skills	
	The user/individual on the job needs to:	
	SA3.	Read the doctor/nurse instructions and confirm that with nurse before taking any action
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
	SA4.	Motivate the patient during elimination to avoid subsequent spoiling or repeats
	SA5.	Check frequently with patient about their elimination needs
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
	SB1.	Identify unusual changes in elimination and report them promptly
	SB2.	Use bed pan correctly to avoid soiling of the linen
	SB3.	Help patients in increasing pressure to aid in the elimination process
	SB4.	Replace the spout in the holder
	Plan and Organise	
	The user/individual on the job needs to know how to:	
	SB5.	Assist a mobile patient in elimination while preventing falls and injuries when in the commode
	SB6.	Stabilise the commode prior to elimination and assist the patient in getting back to the bed
	SB7.	Assist the patient in getting into a position that facilitates elimination for immobile patient, administer a bed pan
	SB8.	Wipe patient from cleanest to dirtiest part to avoid infection
	SB9.	Check the catheter tube for kinks, blockage or leakage (for catheterised patients) and clean the catheter from the meatus
	SB10.	Empty the drain bag (at least once every shift) and report the volume to the nurse

HSS/ N 5120:   **Assist individual in maintaining normal elimination**

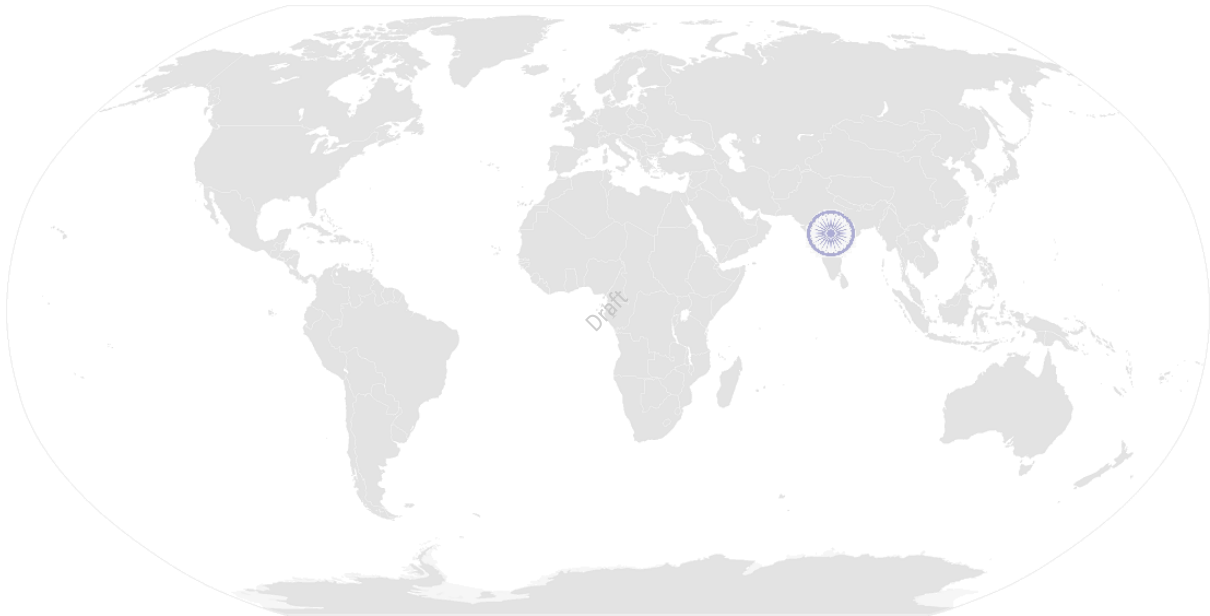|	
	Patient Centricity
	The user/individual on the job needs to:
	SB11. Be compassionate and check regularly for the patient's elimination needs SB12. Assist in performing the function and maintain hygiene to prevent infections SB13. Ensure that the linen is not spoilt after the elimination SB14. Check the patient's clothes regularly
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB15. Identify changes in the odour, texture or quantity of elimination and report them SB16. Assist the patient in getting into the right position for elimination SB17. Help the patient in raising abdominal pressure to promote elimination SB18. Provide enema (if instructed) or report it to the nurse in case of constipation
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB19. Interpret changes in elimination content and report them SB20. Assist the patient to promptly eliminate by getting into the right position SB21. Regularly check for kink or obstruction of catheter for patients complaining of urinary difficulty
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB22. Apply, analyse and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action

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NOS Code	HSS/ N 5120		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16

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HSS/ N 5121:   **Prevent and control infection in the home setting**

National Occupational Standards

Overview

This OS unit is about following infection control procedure by Health Home Aide. Infection control is an integral part of clinical care which focuses on preventing the spread of microorganisms while performing different patient care procedures.

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HSS/ N 5121:   **Prevent and control infection in the home setting**

Unit Code	HSS/ N 5121
Unit Title (Task)	**Prevent and control infection in the home setting**
Description	This OS unit is about following infection control procedure by Health Home Aide. Infection control is an integral part of clinical care which focuses on preventing the spread of microorganisms while performing different patient care procedures.

Scope	This unit/task covers the following:
	• Effectively controlling infections as an integral part of patient care management
	A HHA needs to consider the following while following infection control procedures:
	   o Nature and type of infection
	   o Mode of transmission of infection
	   o Standard precautions and procedures to restrict the spread of the infection
	   o Focus on protecting the patient from acquiring new infections and preventing the spread of existing infection to other parts or patients.
	Make all efforts to keep the environment clean

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**

	To be competent, the user/individual on the job must:
	
	PC1. Know all procedures required for infection control
	PC2. Follow standard precautions
	PC3. Be aware of rules to dispose of biomedical waste and sharps
	PC4. Follow high level of personal hygiene
	PC5. Practice medical asepsis
	PC6. Follow infection control procedures and should ensure that,
	   o All standard precautions and procedures are followed
	   o Protective gears are used while getting in contact with the patient
	   o Consider all blood, body fluids and excreta contaminated

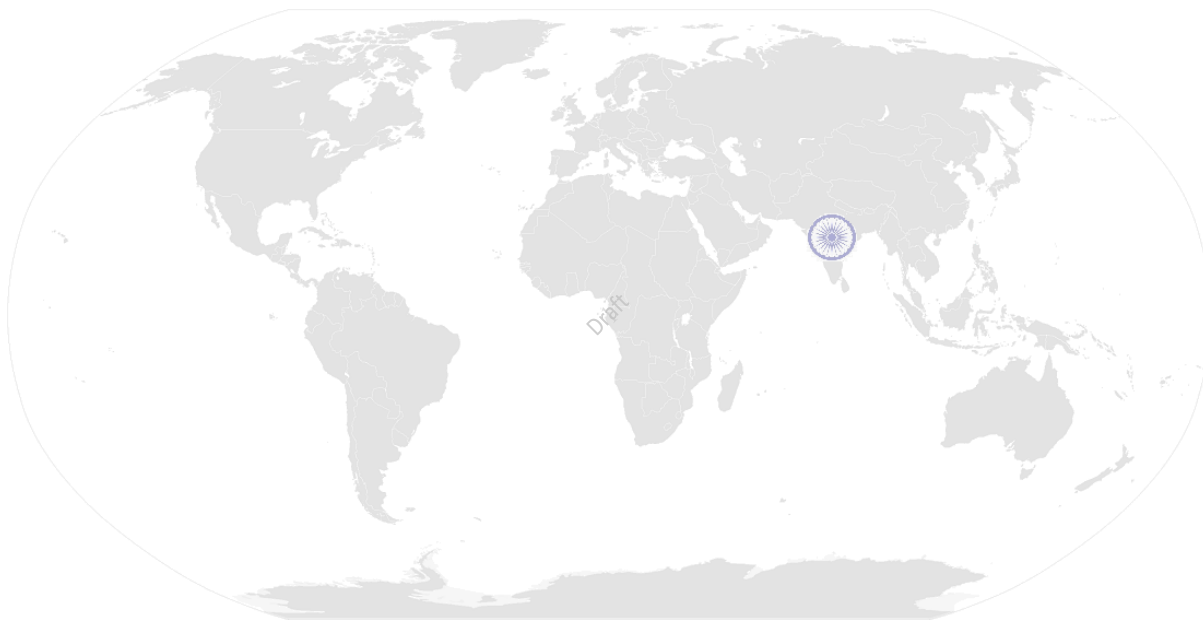| **Knowledge and Understanding (K)**	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. Employee health policy KA2. Personal hygiene protocols KA3. Standard procedures to prevent the spread of infection and maintain medical asepsis
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. About HIV /AIDS and its spread KB2. Cleaning procedure (from the dirtiest part to the cleanest part)

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	KB3. Hand wash procedure
	KB4. How to use personal protective gear
Skills	
A. Core Skills/ **Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Record and report infection control protocols in case HHA has the required skills to capture that else inform the provider to record
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. Read the instructions and If an individual is not able to than seek the help of nurse before taking any action
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. Interact with the patient and explain the importance of infection control
	SA4. Make observations and communicate them correctly to the nurse or other medical professionals
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Follow the infection control procedure appropriately in order to avoid the spread of infection.
	SB2. Inform the nurse in case of breach of infection control procedure
	Plan and Organise
	The user/individual on the job needs to:
	SB3. Get prepared with appropriate personal protective gear
	SB4. Ensure all equipment are available
	SB5. Follow procedures and guidelines as specified
	SB6. Dispose biomedical waste as per guidelines
	Patient Centricity
	The user/individual on the job needs to:
	SB7. Be patient and sensitive to the patients, especially those with stigmatising diseases like HIV and Tuberculosis
	SB8. Follow all procedures keeping the patient's safety in mind
	SB9. Keep patient environment clean
	SB10. Ensure cleanliness of all equipment used on the patient
	Problem Solving
	The user/individual on the job needs to:

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HSS/ N 5121: **Prevent and control infection in the home setting**

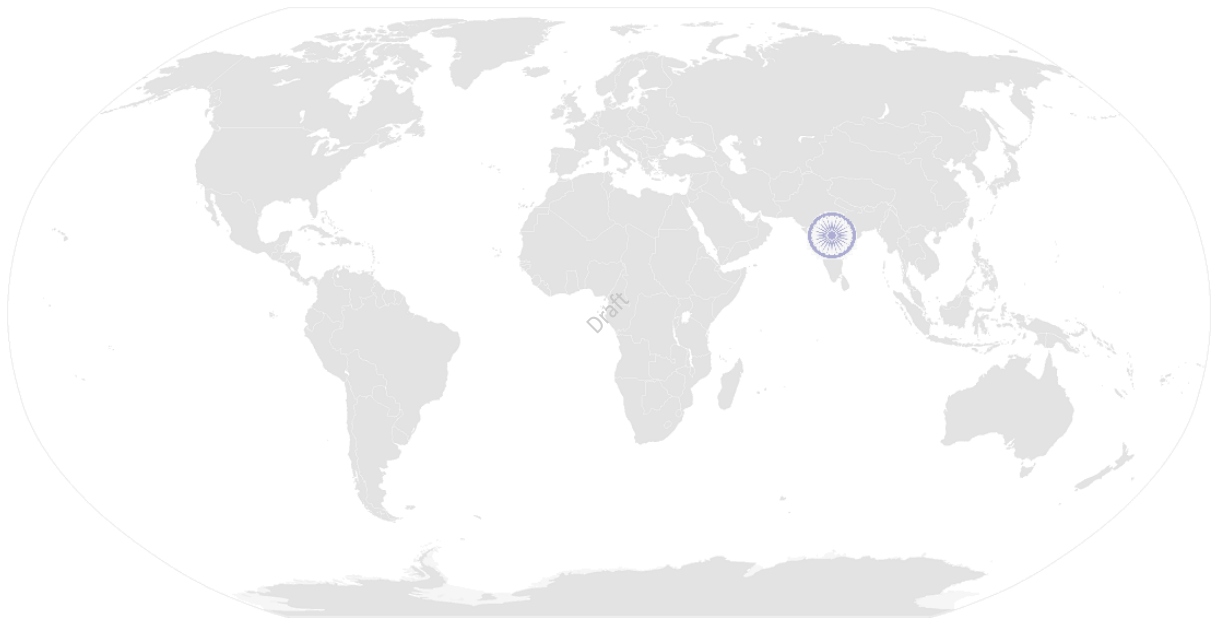|	SB11. Take appropriate measures to prevent the spread of infection
	Analytical Thinking
	The user/individual on the job needs to know and understand:
	SB12. What to do in case of a spillage SB13. The correct hand wash procedure to ensure utmost hygiene
	Critical Thinking
	The user needs to know and understand how to:
	SB14. Apply, analyse and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action

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NOS Version Control

NOS Code	HSS/ N 5121		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16

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HSS/ N 5122: **Communicate with geriatric/paralytic/ immobile patient and their carers**

National Occupational Standards

Overview

This OS unit is about effectively communicating with older people and their carers. The main focus of the standard is in relation to the health and well-being of the older person. The standard is relevant to practitioners who deliver services to older people. The individual in this area require specialist communication skills that take account of age-related as well as other communication needs and differences in order to plan, deliver and evaluate services for older people.

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HSS/ N 5122:   **Communicate with geriatric/paralytic/ immobile patient and their carers**

National Occupational Standard		
	Unit Code	**HSS/ N 5122**
	Unit Title (Task)	**Communicate with geriatric/paralytic/ immobile patient and their carers**
	Description	This OS unit is about effectively communicating with older people and their carers. The main focus of the standard is in relation to the health and well-being of the older person. The standard is relevant to practitioners who deliver services to older people. The individual in this area require specialist communication skills that take account of age-related as well as other communication needs and differences in order to plan, deliver and evaluate services for older people.
	Scope	This unit/task covers the following: • Establishing relationships, Identifying the most effective methods of communication, Enabling older people and their carers to participate in communication **Reference**: 'This National Occupational Standard is from the UK Skills for Health suite [SFHOF1, Communicate with older people and their carers] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must: PC1. Introduce himself to the older person and their carers, and provide all the relevant information necessary to begin working with them PC2. Ensure that the older person and their carers are made to feel comfortable, and that they understand that their needs are important and are being addressed PC3. Explain to the older person and their carers, his/her role and responsibilities in relation to their care, and outline the constraints that could limit involvement PC4. Discuss with older person and their carers their own role and responsibilities for the care of the older person PC5. Respond to any concerns that the older person and their carers might have about his/her ability to work with them PC6. Encourage the older person and their carers to ask questions and to seek clarification on any issues PC7. Attempt to establish a rapport with the older person and their carers that enables a good relationship PC8. Respond sensitively to any issues raised by the older person and their carers PC9. Respect the human rights of the older person and their carers PC10. Provide clear information on how to contact the service to obtain assistance if required PC11. Identify any communication differences that exist, and try to address these will influence communication methods PC12. Discuss the purpose of communication with the older people and their carers, and identify their preferred ways of communicating PC13. Confirm with the older people who they wish to be involved in the

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	communication

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. The legislation which relates to working with older people including health and safety, confidentiality and information sharing, provision of services, rights of older people, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach KA2. How to interpret and apply legislation to the work being undertaken KA3. The professional standards and codes of practice for his/her area of work within older people's services and how to interpret and apply these KA4. How to balance responsibilities as a professional with organisational and contractual requirements KA5. The nature, aims, objectives, values, policies and systems of the organisation KA6. The nature, extent and boundaries of his/her work role and relationship to others in the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Methods of obtaining informed consent from older people, and how to confirm that sufficient information has been provided on which to base this judgment the actions to take if the older person withdraws their consent KB2. How to recognise when older people are not able to exercise their rights to make informed choices KB3. The legal framework for making decisions for, or acting on behalf of, an older person without capacity, and how the best interests of an older person without capacity should be determined KB4. The situations when consent may not be required e.g. Under relevant mental health legislation KB5. How to deal with issues of confidentiality and who has the right of access to information that has been recorded KB6. The main issues, debates, and policies relating to the health and well-being of older people KB7. The ageing process and how it affects the needs of older people KB8. The main health conditions that affect people as they age KB9. The drugs and interventions which are used to manage the main age-related conditions and the effects of these on the overall health and well-being of older people KB10. How to seek advice on conditions and drugs KB11. The impact of social relationships and environment on the health and well-being of older people KB12. How the needs of older people may affect others KB13. Why it is important to clarify with the older person whether they need and have carers, and to confirm with the older person whether they accept their carers as having any say over their care

HSS/ N 5122: **Communicate with geriatric/paralytic/ immobile patient and their carers**

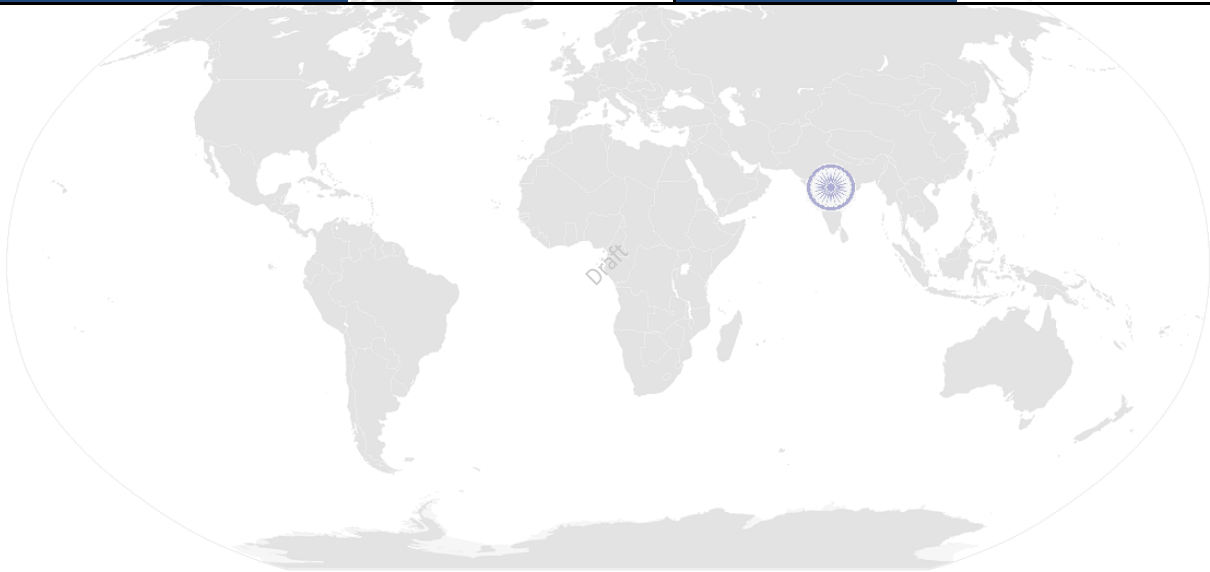|	
	KB14. The ways in which carers should be involved in communication in order to deliver the most effective outcome for the older person
	KB15. The type of communication and relationship difficulties that can occur with and between older people and their carers, and what to do to overcome them
	KB16. The importance of focussing on the older person as an individual
	KB17. The importance of respecting the different backgrounds and values of older people
	KB18. The impact of the ageing process on older people's communication needs e.g. sensory impairment, cognition and confusional states
	KB19. The effects of environments and contexts on communication (particularly institutional settings)
	KB20. The ways in which communication can be modified and altered for different needs, contexts and beliefs
	KB21. The ways in which conditions experienced by older people can affect the communication process
	KB22. How the environment in which communication is taking place can affect communication
	KB23. The importance of acknowledging own feelings, beliefs and values and those of others as part of the communication process
	KB24. The range of other practitioners who are available to support communication with older people
	KB25. How to work with communication experts in an effective way
	KB26. How communication may be misconstrued
	KB27. The importance of avoiding the inappropriate use of jargon
	KB28. The type of assumptions that are made about older people and their carers arising from communication differences
	KB29. The types of communication differences that older people may experience
	KB30. The sources of information available on the communication differences of older people and their carers
	KB31. How communication differences affect the communication methods
	KB32. The range of feelings which people may experience when there are communication differences
	KB33. The principles of active listening, and its application
	KB34. The need to reflect back your understanding of what has been communicated
	KB35. The types of non-verbal cues that people give as part of communication (e.g. facial expression, tone of voice, body language)
	KB36. How verbal expression may not be indicative of level of understanding
	KB37. The way questions should be phrased and presented in order to obtain information and enable participation of the older person and their carers
Skills	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Write the information to be communicated in an understandable manner SA2. Record the non-verbal cues during communication
	Reading Skills

HSS/ N 5122:   **Communicate with geriatric/paralytic/ immobile patient and their carers**

	The user/individual on the job needs to know and understand how to: SA3. Read the instructions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Interact with the patient and their carers SA5. Communicate with the old person SA6. Use the types of communication aids that are used in older people's services
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Communicate effectively with older people and their carers
	Plan and Organise
	Not Applicable
	Patient Centricity
	The user/individual on the job needs to know and understand: SB2. How an individual's feelings, beliefs and values can affect the communication process SB3. The importance of taking into account cultural differences as part of the communication process
	Problem Solving
	The user/individual on the job needs to know and understand: SB4. The type of assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	Not Applicable
	Critical Thinking
	The user needs to know and understand how to: SB5. Apply, analyse and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action

NOS Version Control

NOS Code	HSS/ N 5122		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16

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HSS/ N 5123:   **Enable geriatric/paralytic/ immobile patient to cope with changes to their health and well-being**

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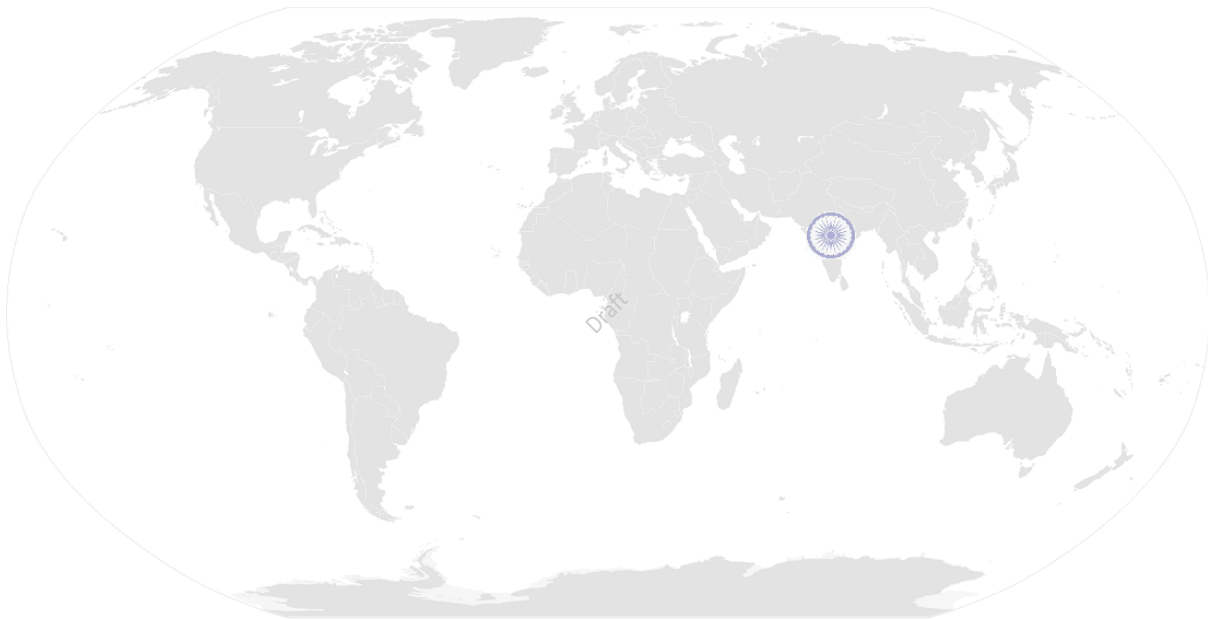
Overview

This OS unit is about communicating effectively with older people and their carers. The main focus of the standard is in relation to the health and well-being of the older person. The standard is relevant to practitioners who deliver services for older people. The individual in this area require specialist communication skills that take account of age-related as well as other communication needs and differences in order to plan, deliver and evaluate services for older people.

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HSS/ N 5123:   **Enable geriatric/paralytic/ immobile patient to cope with changes to their health and well-being**

National Occupational Standard

Unit Code	HSS/ N 5123
Unit Title (Task)	Enable geriatric/paralytic/ immobile patient to cope with changes to their health and well-being
Description	This OS is about the practitioner helping older people to cope with changes to their health and well-being. These changes can be anything from coping with a change in individual attending to them, or the loss of a partner, or the loss of their independence. It is important that the health and well-being of the older person is monitored, and that any actions that are required can be identified as soon as possible. The older person should be encouraged to consider the situation they are in, and to seek help to cope with it.
Scope	This unit/task covers the following: • Helping older people to cope with changes to their health and well-being, Monitoring the health and well-being of older person **Reference**: 'This National Occupational Standard is from the UK Skills for Health suite [SFHOP12, Enable older people to cope with changes to their health and well-being] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must: PC1. Establish a supportive relationship with the older people, and agree with them the roles and responsibilities of their carers PC2. Communicate with older people and their carers in an appropriate manner PC3. Encourage the older people to seek clarification of any procedures, information and advice relevant to them PC4. Obtain an informed consent of the older person for the actions undertaken on their behalf, and agree on the information which may be passed to others PC5. Obtain information from the older person and their carers on the way in which the older person's needs are being met PC6. Identify any areas where support for the older person can be improved PC7. Identify and prioritise actions required if the older person's needs are not being appropriately addressed PC8. Present any concerns that cannot be resolved in an appropriate way to appropriate people PC9. Keep the older person and their carers informed about the progress in resolving any concerns, and anticipated timescales for any outcomes PC10. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information. PC11. Explore with the older person the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about these changes

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HSS/ N 5123:   Enable geriatric/paralytic/ immobile patient to cope with changes to their health and well-being

	PC12. Explain clearly to the older person and their carers, the reasons for the changes to their health and well-being and the consequences arising from them
	PC13. Respond sensitively to any issues raised by the older person, and report any issues that cannot be resolved to the appropriate people
	PC14. Ensure that all the relevant agencies are provided with the information they need to help the older person and their carers to cope with the change process
	PC15. Support the older person and their carers to monitor the assistance they are receiving to cope with the change, and identify any areas where this can be improved
	PC16. Ensure that all the appropriate people are encouraged to provide feedback on how the older person and their carers are coping with change
	PC17. Produce records and reports that are clear, comprehensive, and accurate, and maintain the security and confidentiality of information
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. The legislation which relates to working with older people including health and safety, confidentiality and information sharing, the provision of services, the rights of older people, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach KA2. How to interpret and apply legislation to the work being undertaken KA3. The professional standards and codes of practice for the area of work within older people's services, and how to interpret and apply these standards KA4. How to balance responsibilities as a professional with organisational and contractual requirements KA5. The nature, aims, objectives, values, policies and systems of the organisation KA6. The nature, extent and boundaries of the work role and its relationship to others in the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The methods of obtaining informed consent from older people, and how to confirm that sufficient information has been provided on which to base this judgement KB2. The actions to be taken if the older person withdraws his/her consent KB3. How to recognise when older people are not able to exercise their rights to make informed choices KB4. The situations when consent may not be required e.g. Under relevant mental health legislation KB5. How to deal with issues of confidentiality and who has the right of access to information that has been recorded KB6. The main issues, debates and policies relating to the health and well-being of older people KB7. The guidance available for practice, and the sources of the guidance KB8. Evidence-based practice, and its role in improving services

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HSS/ N 5123:   Enable geriatric/paralytic/ immobile patient to cope with changes to their health and well-being

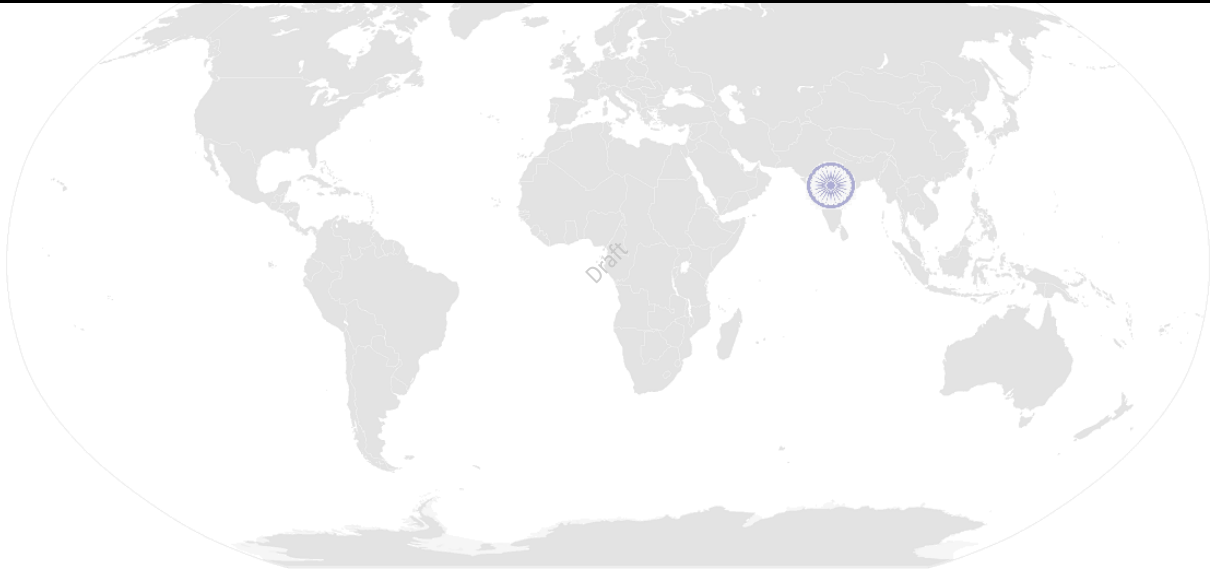|	
	KB9. The main trends and changes relating to the health and well-being of older people
	KB10. The ageing process and how it affects the needs of older people
	KB11. The main health conditions that affect people as they age
	KB12. The drugs and interventions used to manage the main age-related conditions and the effects of these on the overall health and well-being of older people
	KB13. How to seek advice on conditions and drugs
	KB14. The impact of social relationships and environment on the health and well-being of older people
	KB15. How the needs of older people may affect others
	KB16. Why it is important to clarify with the older people whether they need and have carers,
	KB17. Why is it important to confirm with the older person whether they accept their carers and whether they have any say over their care
	KB18. How to effectively communicate with older people and their carers
	KB19. The ways in which carers should be involved in communication in order to deliver the most effective outcome for the older people
	KB20. The type of communication and relationship difficulties that can occur with and between older people and their carers, and what to do to overcome them
	KB21. The importance of focussing on the older person as an individual
	KB22. The importance of respecting the different backgrounds and values of older people
	KB23. The impact of the ageing process on older people's communication needs (e.g. sensory impairment, cognition and confused states)
	KB24. The effects of environments and contexts on communication (particularly institutional settings)
	KB25. The ways in which communication can be modified for different needs, contexts and beliefs
	KB26. The main changes that older people might go through during the process of ageing
	KB27. The particular needs of different older people at different stages of their life
	KB28. The impact of different types of changes on older people
	KB29. The importance of encouraging older people and their carers to express their feelings about changes to their situation
	KB30. The fears and concerns which older people and those close to them may have about the changes
	KB31. The information and guidance that is available for older people and their carers, and how to access this information
	KB32. Methods of providing support to help older people and those close to them to manage change
	KB33. Other professionals, networks and agencies that are available to support the change process and how to access these
Skills	
A. Core Skills/	**Writing Skills**

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Generic Skills	The user/individual on the job needs to know and understand how to: SA1. Write during the communication process in local or understandable manner SA2. Record the non-verbal cues during communication
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read the instructions
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Interact with the patient and their carers SA5. Communicate with the older person SA6. Use the types of communication aids that are used in older people's services
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Communicate effectively with older people and their carers
	Plan and Organise
	Not Applicable
	Patient Centricity
	The user/individual on the job needs to know and understand: SB2. How an individual's feelings, beliefs and values can affect the communication process SB3. The importance of taking into account cultural differences
	Problem Solving
	The user/individual on the job needs to know and understand: SB4. The type of assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	The user needs to know and understand how to: SB5. Analyse type of assistance the older person and their carers require to cope with the changes to their health and well-being
	Critical Thinking
	The user needs to know and understand how to: SB6. Apply, analyse and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to belief and action

HSS/ N 5123: **Enable geriatric/paralytic/ immobile patient to cope with changes to their health and well-being**

NOS Version Control

NOS Code	HSS/ N 5123		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
Occupation	Home Health Aide	Next review date	22/12/16

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HSS/ N 5124: Implement interventions with geriatric/paralytic/immobile patient at risk of falls

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National Occupational Standards

Overview

This OS unit is about working in partn**ership with older people and their carers, to implement interventions in the context of their agreed individualised care plans to reduce their risk of falls.**

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HSS/ N 5124: **Implement interventions with geriatric/paralytic/immobile patient at risk of falls**

National Occupational Standard

Unit Code	HSS/ N 5124
Unit Title (Task)	Implement interventions with geriatric/paralytic/immobile patient at risk of falls
Description	This OS is about working in partnership with older people and their carers, to implement interventions in the context of their agreed individualised care plans to reduce their risk of falls. It covers confirming the nature, purpose and goals of the interventions, implementing the interventions and monitoring the outcomes. In the context of this standard older people are those with a history of recurrent falls or those assessed at increased risk of falling. Interventions will be implemented as part of a multi-factorial intervention programme focused on the individual's particular risk factors.
Scope	This unit/task covers the following: • Confirming the nature, purpose and goals of the interventions, Implementing the interventions, Monitoring the outcomes **Reference**: 'This National Occupational Standard is from the UK Skills for Health suite [SFHOPF5, Implement interventions with older people at risk of falls] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Communicate with older people and their carers in an appropriate manner, and encourage them to seek clarification of any procedures, information, and advice relevant to them PC2. Explore the needs and expectations of the older person and his/her goals for the intervention PC3. Identify current or previous interventions that the older person may have experienced and the immediate requirements of his/her individualised care plan PC4. Obtain the valid consent of the older person for the actions to be undertaken on his/her behalf, and agree upon the information which may be passed on to others PC5. Discuss and agree the role of the older person and his/her carers in achieving the goals of the agreed intervention PC6. Make arrangements for the intervention that are consistent with the older person's priority and his/her specific requirements PC7. Ensure the environment used for the intervention is suitable, and that the privacy and dignity of the older person is protected PC8. Implement the intervention in a safe and effective manner, using evidence-based practices and processes PC9. Implement the intervention in a manner that is consistent with the older person's needs and specific requirements, and encourage their effective participation

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	PC10. Minimise any discomfort to the older person within the constraints imposed by the intervention method
	PC11. Encourage the carers to give appropriate support to the older person throughout the intervention
	PC12. Monitor the effects of the intervention on the older person throughout the process, and identify any indications of increased risk
	PC13. Take appropriate action where the effects of the intervention are not as beneficial as expected
	PC14. Work in partnership with the older person and his/her carers to assess the outcomes of the intervention in relation to the goals agreed upon at the outset
	PC15. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. The legislation which relates to working with older people including health and safety, confidentiality and information sharing, the provision of services, the rights of older people, anti-discriminatory practice, capacity and consent, relevant mental health legislation and care programme approach KA2. How to interpret and apply legislation to the work being undertaken KA3. The professional standards and codes of practice for the area of work within older people's services and how to interpret and apply these KA4. How to balance responsibilities as a professional with organisational and contractual requirements KA5. The nature, aims, objectives, values, policies and systems of the organisation KA6. The nature, extent and boundaries of the work role and its relationship to others in the organisation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. The methods of obtaining valid consent and how to confirm that sufficient information has been provided on which to base this judgement KB2. The actions to take if the older person withdraws his/her consent KB3. How to recognise when individuals are not able to exercise their rights to make informed choices KB4. The legal framework for taking decisions for, or acting on behalf of, an older person without capacity KB5. The situations when consent may not be required (e.g. under relevant mental health legislation) KB6. How to deal with issues of confidentiality and who has the right of access to information that has been recorded KB7. Why it is important to clarify with the older person whether they need and have carers, and to confirm with the older person whether they accept their carers and whether they have any say over their care KB8. How to effectively communicate with older people and their carers KB9. The possible impact of the ageing process on older people's communication

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	needs (e.g. vision impairment, hearing impairment, cognitive impairment, speech and language difficulties, confusion and dysphasia)
	KB10. The ways in which carers should be involved in communication in order to deliver the most effective outcome for the older person
	KB11. The type of communication and relationship difficulties that may occur with and between older people and their carers, and how to overcome them
	KB12. The importance of working in a facilitating and enabling way
	KB13. The importance of focusing on the older person as an individual
	KB14. The importance of respecting the different backgrounds and values of older people and their carers
	KB15. How to present information in appropriate ways for different people
	KB16. The effects of environments and contexts on communication (particularly institutional settings)
	KB17. The ways in which communication can be modified for different needs, contexts and beliefs
	KB18. The main issues, debates and policies relating to the health and well-being of older people
	KB19. Evidence-based practice, and its role in improving services
	KB20. The main trends and changes relating to the health and well-being of older people
	KB21. The ageing process and how it may affect the needs of older people
	KB22. The main health conditions that may affect people as they age
	KB23. The important distinction between chronological ageing and age-related conditions
	KB24. The drugs and interventions used to manage the main age-related conditions and the effects of these interventions on the overall health and well-being of individuals
	KB25. How to seek advice on conditions and drugs
	KB26. The impact of social relationships and environment on the health and well-being of older people
	KB27. How the needs of older people may affect others
	KB28. The importance of being alert to signs of possible abuse or harm to older people
	KB29. What to do if you suspect an older person may be the victim of abuse or neglect
	KB30. The intrinsic and extrinsic factors associated with falls and the relative impact of these factors
	KB31. The possible physical and psychological effects of falls on older people and those who care for them
	KB32. The effective interventions for minimising and managing the risk of falls
	KB33. The medical conditions that increase the risk of falls
	KB34. The importance of prompt diagnosis and treatment of underlying medical problems
	KB35. The factors affecting older people's lifestyles, which in-turn can affect their risk of falls
	KB36. The measures that can be taken by older people and their carers to prevent falls

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	KB37. How to ensure effective delivery of interventions as part of a coordinated, comprehensive and non-stigmatising service for older people
	KB38. The previous and present interventions that the older person may have experienced
	KB39. The purpose of establishing agreed goals for the intervention at the start
	KB40. The ways in which personal beliefs and preferences, including cultural or religious beliefs, may affect the intervention options open to individuals
	KB41. How to identify the levels of understanding that older people and their carers have of the proposed interventions and any possible side effects
	KB42. The importance of encouraging older people and their carers to ask questions, seek advice and express any concerns about interventions
	KB43. The roles which older people and their carers need to take if the interventions are to be successful, and how to explain and agree these with them
	KB44. The necessary information to be shared, and how to make sure that the older people and their carers are clear about this
	KB45. The environments in which interventions take place and the assessment of risk
	KB46. How to prepare equipment, materials, work area, and himself/herself for the interventions
	KB47. Methods of using different interventions within the area of practice
	KB48. How each interventions may be modified to make it consistent with evidenced-based practice to achieve a successful outcome
	KB49. Methods of encouraging older people and their carers to work as active partners in implementing the intervention
	KB50. Methods of enabling the older person to be as comfortable as possible and maintaining their dignity and privacy, given the constraints of the particular intervention and the setting
	KB51. The particular risks related to specific interventions
	KB52. How to monitor the effect of different interventions and evaluate their efficacy
	KB53. The Methods of establishing when interventions should be halted
	KB54. When to seek advice and refer to other professionals
	KB55. The local protocols for accessing, consulting and referral to other professionals
	KB56. How to complete and structure records and reports so that they contain all of the essential information suitable for others to use
Skills	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/individual on the job needs to know and understand how to:
	SA1. Write during the communication process in local or understandable manner
	SA2. Record the non-verbal cues during communication
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Read the instructions

HSS/ N 5124: **Implement interventions with geriatric/paralytic/immobile patient at risk of falls**

	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Interact with the patient and their carers SA5. Communicate with the old person SA6. Use the types of communication aids that are used in older people's services
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. How to effectively communicate with older people and their carers
	Plan and Organise
	Not Applicable
	Patient Centricity
	The user/individual on the job needs to know and understand: SB2. How an individual's feelings, beliefs and values can affect the communication process SB3. The importance of taking cultural differences into account
	Problem Solving
	The user/individual on the job needs to know and understand: SB4. The type of assumptions that are made about older people and their carers arising from communication differences
	Analytical Thinking
	The user needs to know and understand how to: SB5. Analyse type of assistance the older person and their carers require to cope with the changes to their health and well-being
	Critical Thinking
	The user needs to know and understand how to: SB6. Apply, analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to belief and action

HSS/ N 5124:   Implement interventions with geriatric/paralytic/immobile patient at risk of falls

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NOS Version Control

NOS Code	HSS/ N 5124		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	12/05/13
Industry Sub-sector	Allied Health and Paramedics	**Last reviewed on**	22/05/13
Occupation	Home Health Aide	**Next review date**	22/12/16

HSS/ N 9603:   **Act within the limits of one's competence and authority**
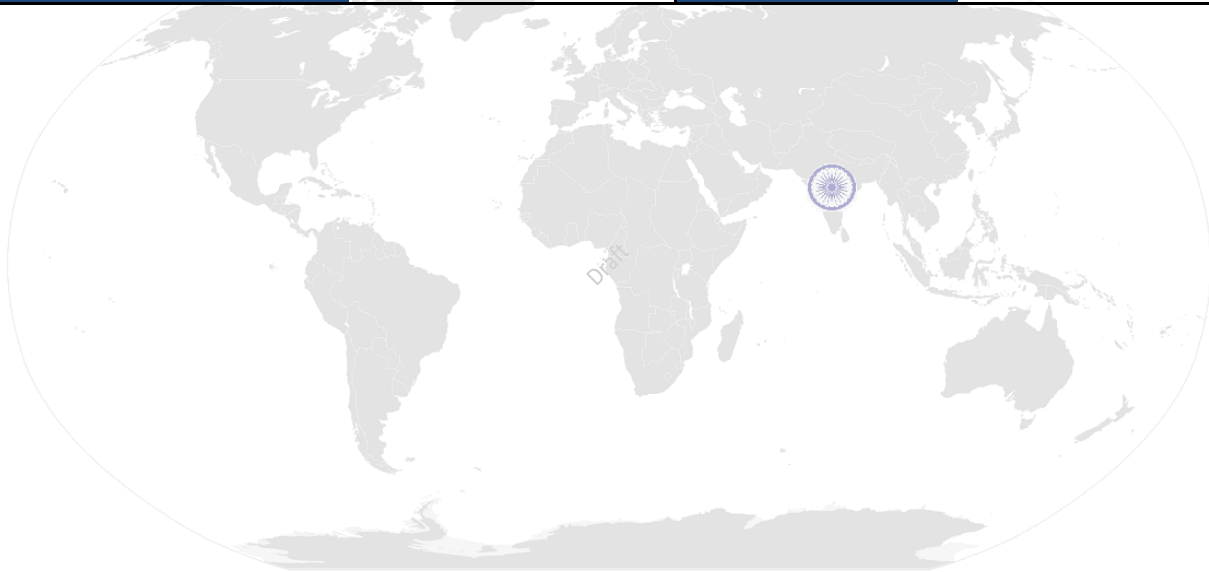
National Occupational Standards
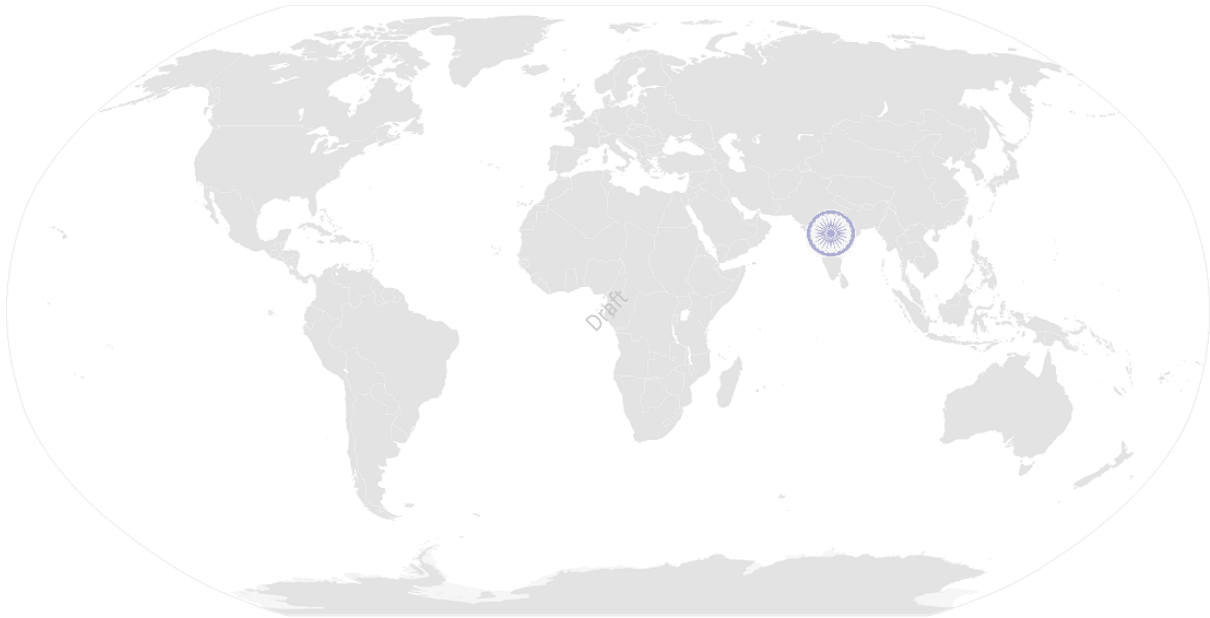
Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to recognise the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines

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HSS/ N 9603:   **Act within the limits of one's competence and authority**

National Occupational Standard

Unit Code	HSS/ N 9603
Unit Title (Task)	**Act within the limits of one's competence and authority**
Description	This OS unit is about recognising the boundaries of the role and responsibilities and working within the level of competence in accordance with legislation, protocols and guidelines This is applicable to all Allied Health Professionals working in an organised, regulated environment

Scope	This unit/task covers the following:
	• Acting within the limit of one's competence and authority;
	    o Knowing one's job role
	    o Knowing one's job responsibility
	    o Recognising the job role and responsibilities of co workers
	
	Reference: 'This National Occupational Standard is from the UK Skills for Health suite [SFHGEN63, Act within the limits of your competence and authority] It has been tailored to apply to healthcare in India and has been reproduced with their permission'.

Performance Criteria (PC) wrt The Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice PC2. Work within organisational systems and requirements as appropriate to one's role PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority PC4. Maintain competence within one's role and field of practice PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice PC6. Promote and demonstrate good practice as an individual and as a team member at all times PC7. Identify and manage potential and actual risks to the quality and safety of practice PC8. Evaluate and reflect on the quality of one's work and make continuing improvements

Knowledge and Understanding (K)	
A. Organisational Context	The user/individual on the job needs to know and understand:

HSS/ N 9603: **Act within the limits of one's competence and authority**

(Knowledge of the Healthcare provider/ Organisation and its processes)	KA1. The relevant legislation, standards, policies, and procedures followed in the organisation KA2. The medical procedures and functioning of required medical equipment KA3. Role and importance of assisting other healthcare providers in delivering care

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	
	KB1. The boundaries of one's role and responsibilities and other team members
	KB2. The reasons for working within the limits of one's competence and authority
	KB3. The importance of personally promoting and demonstrating good practice
	KB4. The legislation, protocols and guidelines effecting one's work
	KB5. The organisational systems and requirements relevant to one's role
	KB6. The sources of information that can be accessed to maintain an awareness of research and developments in one's area of work
	KB7. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
	KB8. The risks to quality and safety arising from:
	   o Working outside the boundaries of competence and authority
	   o Not keeping up to date with best practice
	   o Poor communication
	   o Insufficient support
	   o Lack of resources
	KB9. The importance of individual or team compliance with legislation, protocols, and guidelines and organisational systems and requirements
	KB10. How to Report and minimise risks
	KB11. The principle of meeting the organisation's needs, and how this should enable one to recognise one's own limitations and when one should seek support from others
	KB12. The processes by which improvements to protocols/guidelines and organisational systems/requirements should be reported
	KB13. The procedure for accessing training, learning and development needs for oneself and/or others within one's organisation
	KB14. The actions that can be taken to ensure a current, clear and accurate understanding of roles and responsibilities is maintained, and how this affects the way one work as an individual or part of a team

Skills (S)	
A. Core Skills /Generic Skills	**Writing Skills** The user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules SA2. Prepare status and progress reports SA3. Record daily activities SA4. Update other co-workers

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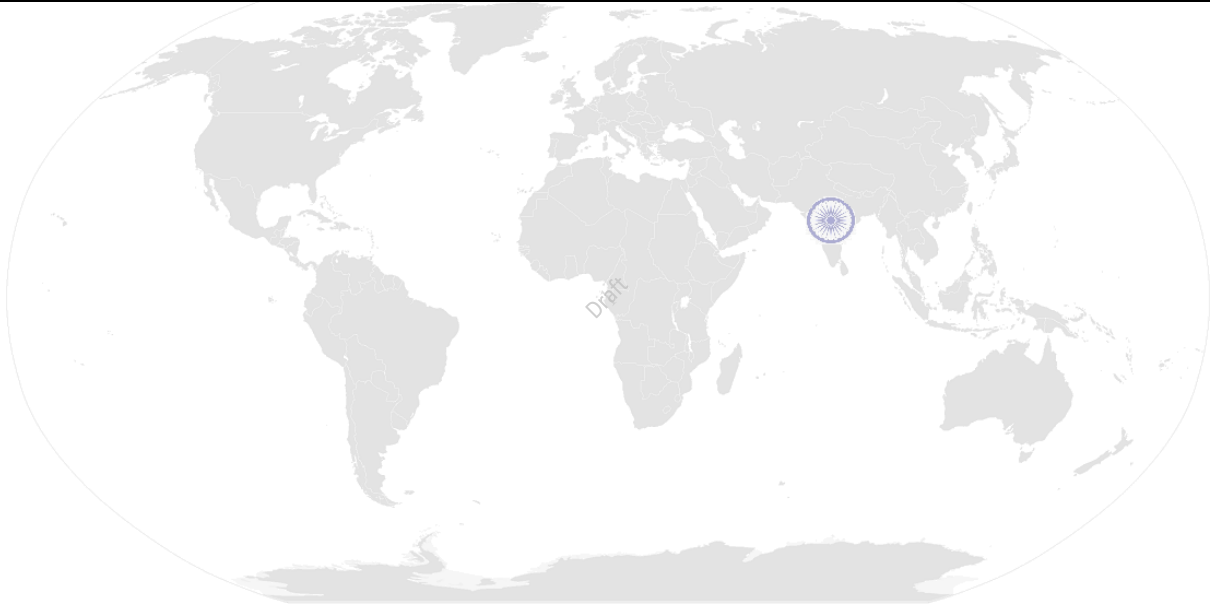
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA5. Read about changes in legislations and organisational policies SA6. Keep updated with the latest knowledge
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. Discuss task lists, schedules, and work-loads with co-workers SA8. Give clear instructions to patients and co-workers SA9. Keep patient informed about progress SA10. Avoid using jargon, slang or acronyms when communicating with a patient
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the concerned area of work in relation to job role
	Plan and Organise
	Not applicable
	Patient Centricity
	The user/individual on the job needs to know and understand how to: SB2. Communicate effectively with patients and their family, physicians, and other members of the health care team SB3. Be responsive and listen empathetically to establish rapport in a way that promotes openness on issues of concern SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

HSS/ N 9603:   **Act within the limits of one's competence and authority**

NOS Version Control

NOS Code	**HSS/ N 9603**		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	12/05/13
Industry Sub-sector	Allied Health and Paramedics	**Last reviewed on**	22/05/13
		Next review date	22/12/16

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HSS/ N 9604: **Work effectively with others**

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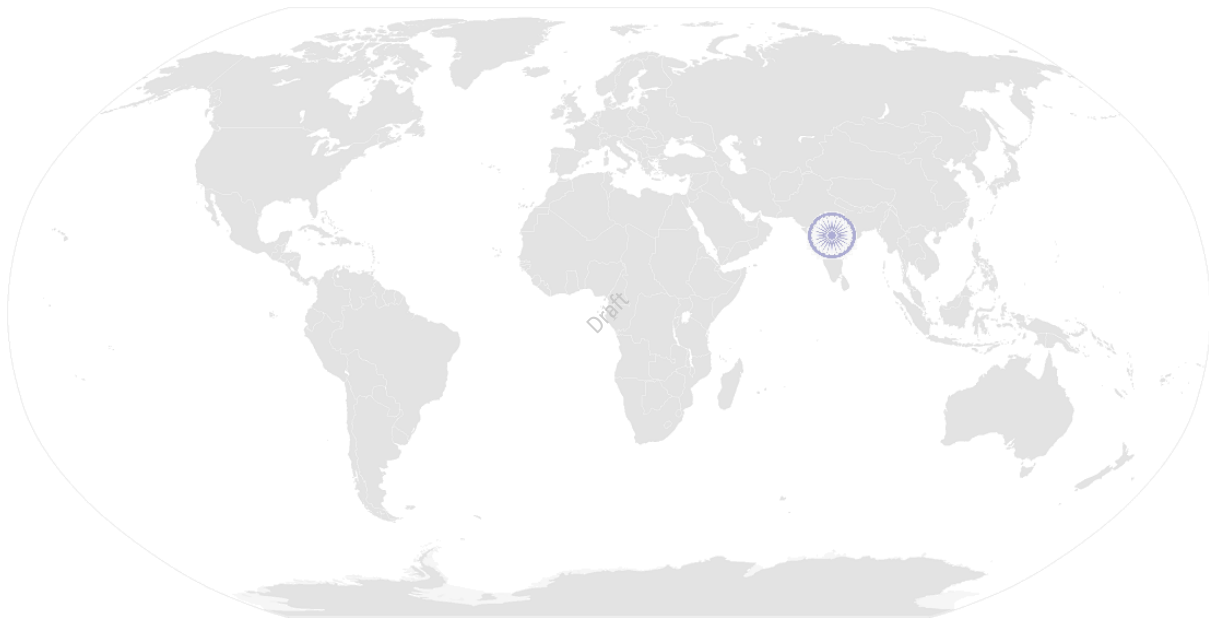
Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to work effectively with other people and integrate one's work the work of other people

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HSS/ N 9604: **Work effectively with others**

National Occupational Standard

Unit Code	HSS/ N 9604
Unit Title (Task)	Work effectively with others
Description	This OS unit is about working effectively with other people who can be part of the immediate team, organisation or external to the team or organisation This OS unit applies to all Allied health professionals working in a team or collaborative environment
Scope	This unit covers the following: • Working with other people to meet requirements, Sharing information with others to enable efficient delivery of work, Communicating with other team members and people internal or external to the organisation

Performance Criteria (PC) wrt The Scope	
Element	**Performance Criteria**
	To be competent, the user/ individual on the job must be able to: PC1. Communicate with other people clearly and effectively PC2. Integrate one's work with other people's work effectively PC3. Pass on essential information to other people on timely basis PC4. Work in a way that shows respect for other people PC5. Carry out any commitments made to other people PC6. Reason out the failure to fulfil commitment PC7. Identify any problems with team members and other people and take the initiative to solve these problems PC8. Follow the organisation's policies and procedures

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent the user/ individual on the job needs to know and understand: KA1. The people who make up the team and how they fit into the work of the organisation KA2. The responsibilities of the team and their importance to the organisation KA3. The business, mission, and objectives of the organisation KA4. Effective working relationships with the people external to the team, with which the individual works on a regular basis KA5. Procedures in the organisation to deal with conflict and poor working relationships
B. Technical Knowledge	To be competent the user/ individual on the job needs to know and understand: KB1. The importance of communicating clearly and effectively with other people and how to do so face-to-face, by telephone and in writing KB2. The essential information that needs to be shared with other people KB3. The importance of effective working relationships and how these can contribute towards effective working relationships on a day-to-day basis KB4. The importance of integrating ones work effectively with others

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	KB5. The types of working relationships that help people to work well together and the types of relationships that need to be avoided
	KB6. The types of opportunities an individual may seek out to improve relationships with others
	KB7. How to deal with difficult working relationships with other people to sort out problems
Skills (S)	
A. Core Skills / Generic Skills	**Writing Skills**
	To be competent, the user / individual on the job needs to know and understand how to:
	SA1. Communicate essential information in writing
	SA2. Write effective communications to share information with the team members and other people outside the team
	Reading Skills
	To be competent, the user/individual on the job needs to know and understand how to:
	SA3. Read and understand essential information
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to:
	SA4. Communicate essential information to colleagues face-to-face or through telecommunications
	SA5. Question others appropriately in order to understand the nature of the request or compliant
B. Professional Skills	**Decision Making**
	To be competent, the user/ individual on the job needs to know and understand how to:
	SB1. Make decisions pertaining to work
	Plan and Organise
	To be competent, the user/ individual on the job needs to know and understand how to:
	SB2. Plan and organise files and documents
	Patient Centricity

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HSS/ N 9604:   **Work effectively with others**

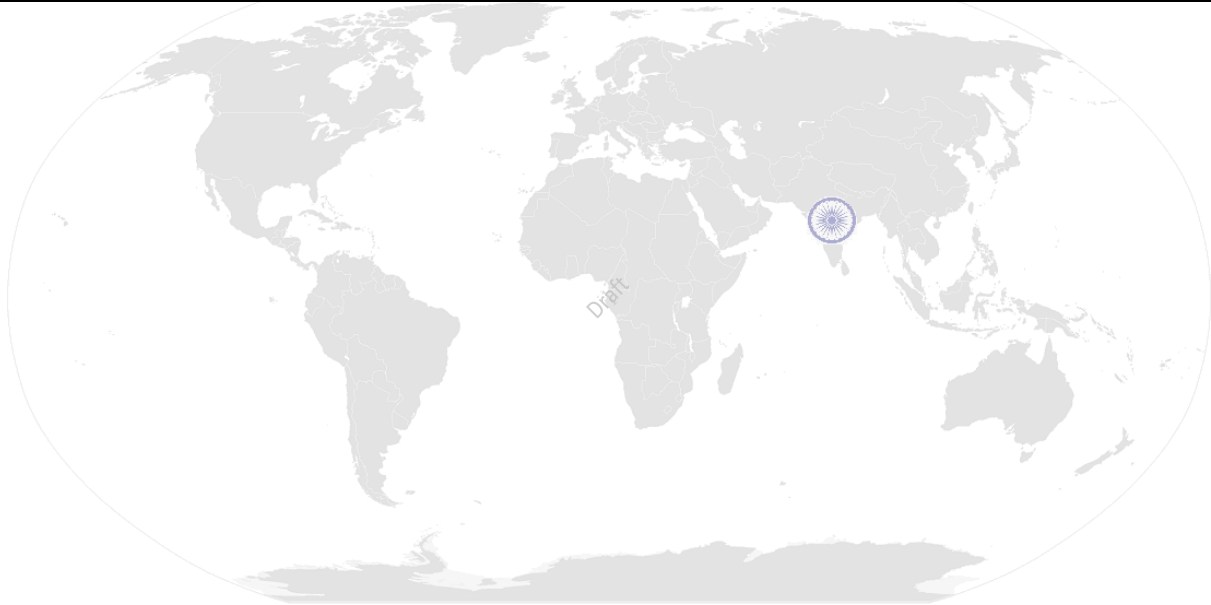
	To be competent, the user/ individual on the job needs to know and understand how to:
	SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern SB5. Be sensitive to potential cultural differences SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB8. Identify problems while working with others and devise effective solutions
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not Applicable

NOS Version Control

NOS Code	HSS/ N 9604		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16

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HSS/ N 9605:   **Manage work to meet requirements**

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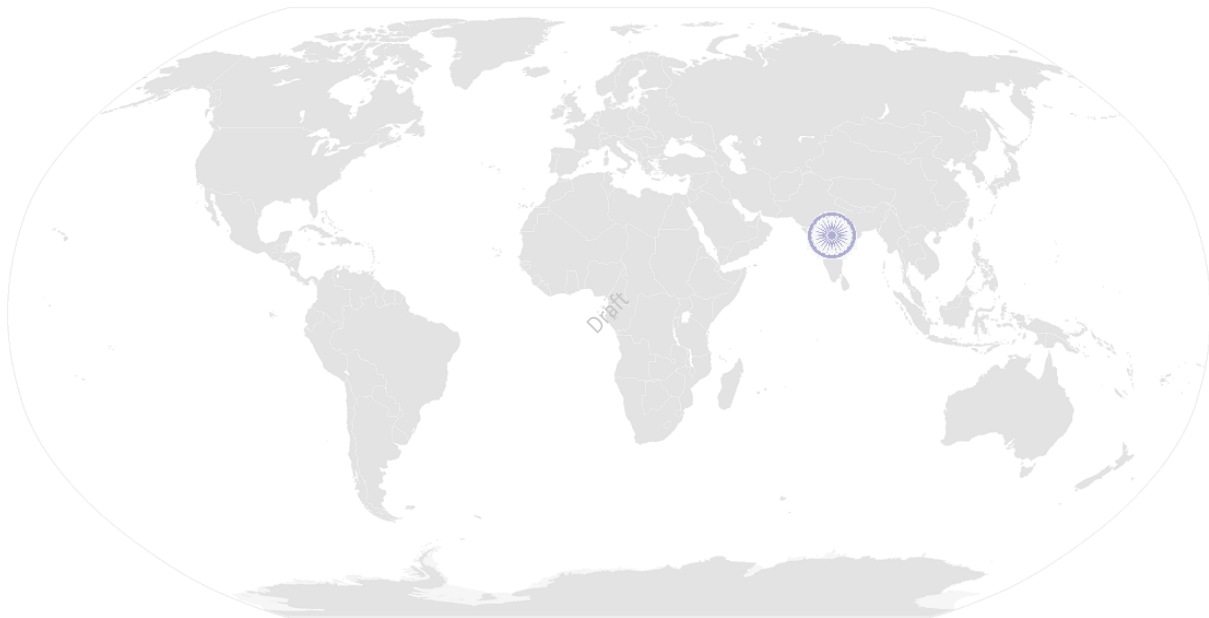
Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health professional to plan and organise work to meet requirements.

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HSS/ N 9605:   **Manage work to meet requirements**

National Occupational Standard

Unit Code	HSS/ N 9605
Unit Title (Task)	Manage work to meet requirements
Description	This OS unit is about planning and organising work and developing oneself further in the organisation This unit applies to all Allied Health professionals
Scope	This unit covers the following: • Establishing and managing requirements, Planning and organising work, Ensuring accomplishment of the requirements

Performance Criteria (PC) wrt The Scope	
Element	**Performance Criteria**
	To be competent, the user/ individual on the job must be able to: PC1. Clearly establish, agree, and record the work requirements PC2. Utilise time effectively PC3. Ensure his/her work meets the agreed requirements PC4. Treat confidential information correctly PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role

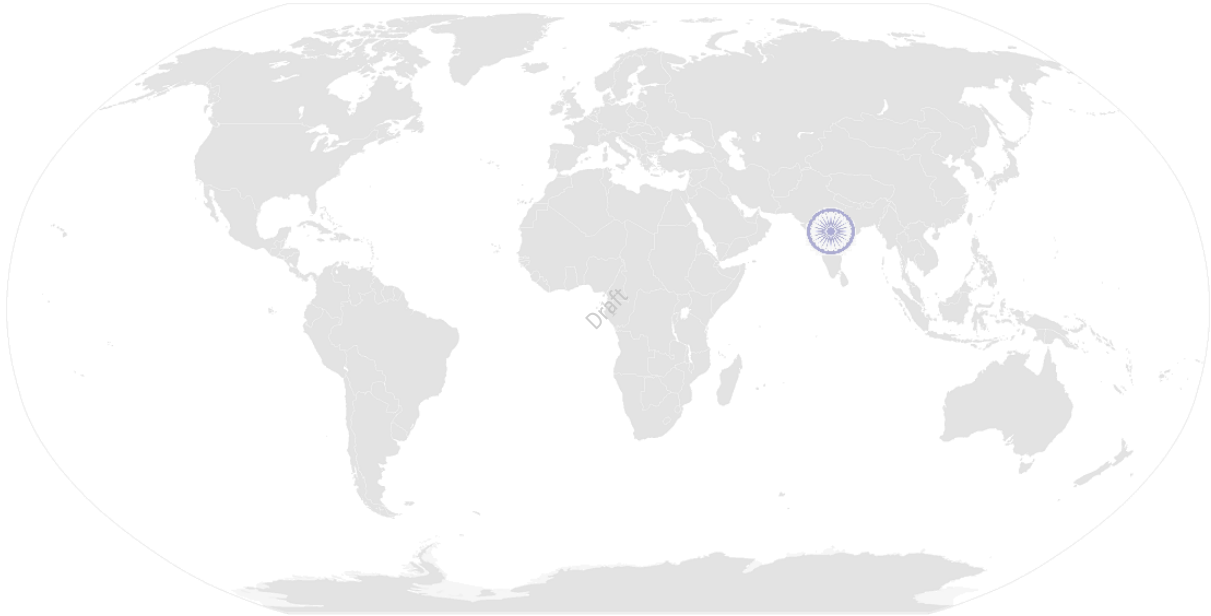| Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user / individual on the job needs to know and understand: KA1. The relevant policies and procedures of the organisation KA2. The information that is considered confidential to the organisation KA3. The scope of work of the role
B. Technical Knowledge	To be competent, the user/individual on the job needs to know and understand: KB1. The importance of asking the appropriate individual for help when required KB2. The importance of planning, prioritising and organising work KB3. The importance of clearly establishing work requirement KB4. The importance of being flexible in changing priorities when the importance and urgency comes into play KB5. How to make efficient use of time, and to avoid things that may prevent work deliverables from being expedited KB6. The importance of keeping the work area clean and tidy KB7. Areas of work that are not a priority and why it is necessary to keep one's effort in that direction to a minimum KB8. To change work plans when necessary KB9. The importance of confidentiality

HSS/ N 9605:   **Manage work to meet requirements**

		KB10. The importance in completing work on time
Skills (S)		
A. Core Skills /Generic Skills	**Writing Skills**	
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report progress and results SA2. Record problems and resolutions	
	Reading Skills	
	To be competent, the user / individual on the job needs to know and understand how to: SA3. Read organisational policies and procedures SA4. Read work related documents and information shared by different sources	
	Oral Communication (Listening and Speaking skills)	
	To be competent, the user/ individual on the job needs to know and understand how to: SA5. Report progress and results SA6. Interact with other individuals SA7. Negotiate requirements and revised agreements for delivering them	
B. Professional Skills	**Decision Making**	
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the work	
	Plan and Organise	
	To be competent, the user/ individual on the job needs to know and understand how to: SB2. Plan and organise files and documents	
	Patient Centricity	
	To be competent, the user/ individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be sensitive to potential cultural differences SB5. Maintain patient confidentiality SB6. Respect the rights of the patient(s)	
	Problem Solving	

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	To be competent, the user/ individual on the job needs to know and understand how to:
	SB7. Understand problems and suggest an optimum solution after evaluating possible solutions
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

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HSS/ N 9605:   **Manage work to meet requirements**

NOS Version Control

NOS Code	**HSS/ N 9605**		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	12/05/13
Industry Sub-sector	**Allied Health and Paramedics**	**Last reviewed on**	22/05/13
		Next review date	22/12/16

National Occupational Standards

Overview

This Occupational Standard describes the knowledge, understanding, skills required of an Allied Health Professional to monitor the working environment, and making sure it meets health, safety and security requirements.

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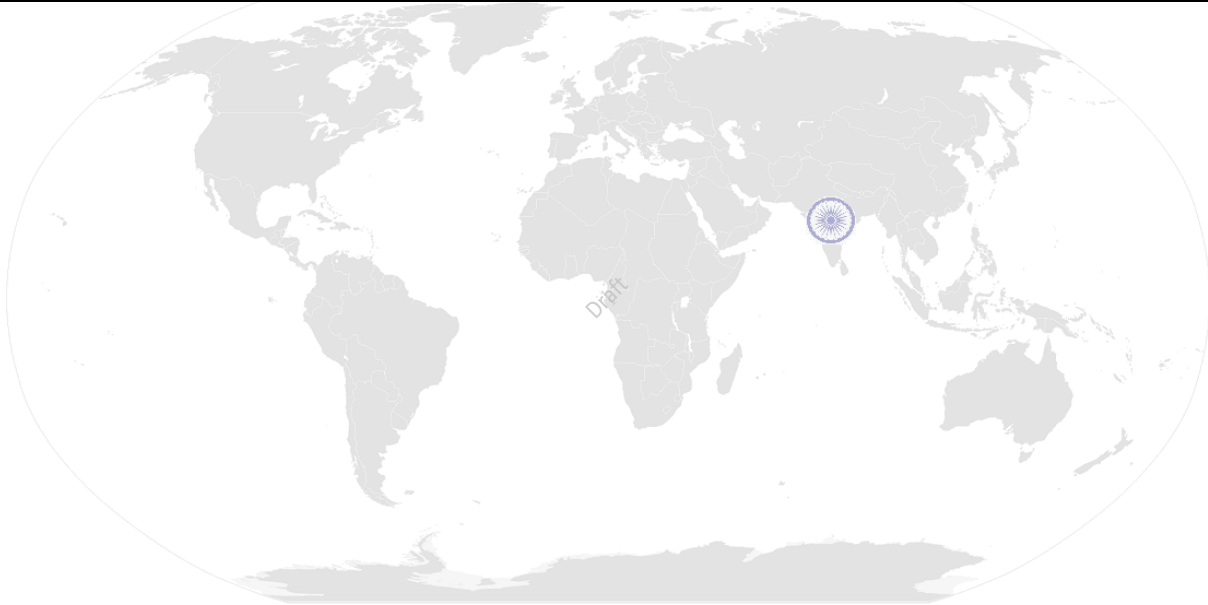
HSS/ N 9607:   Practice code of conduct while performing duties

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National Occupational Standard

Unit Code	HSS/ N 9606
Unit Title (Task)	**Maintain a safe, healthy, and secure working environment**
Description	This OS unit is about monitoring the working environment and ensuring a safe, healthy, secure and effective working conditions This OS unit applies to all Allied Health professionals working within an organised workplace
Scope	This unit covers the following: • Complying the health, safety and security requirements and procedures for workplace, Handling any hazardous situation with safely, competently and within the limits of authority , Reporting any hazardous situation and breach in procedures to ensure a safe, healthy, secure working environment

Performance Criteria (PC) wrt The Scope	
Element	**Performance Criteria**
	To be competent, the user/ individual on the job must be able to: PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements PC2. Comply with health, safety and security procedures for the workplace PC3. Report any identified breaches in health, safety, and security procedures to the designated person PC4. Identify potential hazards and breaches of safe work practices PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person PC9. Complete any health and safety records legibly and accurately

| Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. The importance of health, safety, and security in the workplace KA2. The basic requirements of the health and safety and other legislations and regulations that apply to the workplace KA3. The person(s) responsible for maintaining healthy, safe, and secure workplace KA4. The relevant up-to-date information on health, safety, and security that applies to the workplace KA5. How to report the hazard KA6. The responsibilities of individual to maintain safe, healthy and secure workplace

HSS/ N 9607:   Practice code of conduct while performing duties

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B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. Requirements of health, safety and security in workplace KB2. How to create safety records and maintaining them KB3. The importance of being alert to health, safety, and security hazards in the work environment KB4. The common health, safety, and security hazards that affect people working in an administrative role KB5. How to identify health, safety, and security hazards KB6. The importance of warning others about hazards and how to do so until the hazard is dealt with
Skills (S)	
A. Generic Skills	**Writing Skills**
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA3. Clearly report hazards and incidents with the appropriate level of urgency
B. Professional Skills	**Decision Making**
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work
	Plan and Organise
	To be competent, the user / individual on the job needs to know and understand how to: SB2. Plan for safety of the work environment
	Patient Centricity
	To be competent, the user / individual on the job needs to know and understand: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Be capable of being responsive, listen empathetically to establish rapport in a way that promotes openness on issues of concern

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	SB5. Be sensitive to potential cultural differences SB6. Maintain patient confidentiality SB7. Respect the rights of the patient(s)
	Problem Solving
	To be competent, the user/ individual on the job needs to know and understand how to: SB8. Identify hazards, evaluate possible solutions and suggest effective solutions
	Analytical Thinking
	To be competent, the user needs to know and understand how to: SB9. Analyse the seriousness of hazards
	Critical Thinking
	To be competent, the user needs to know and understand how to: SB10. Analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently
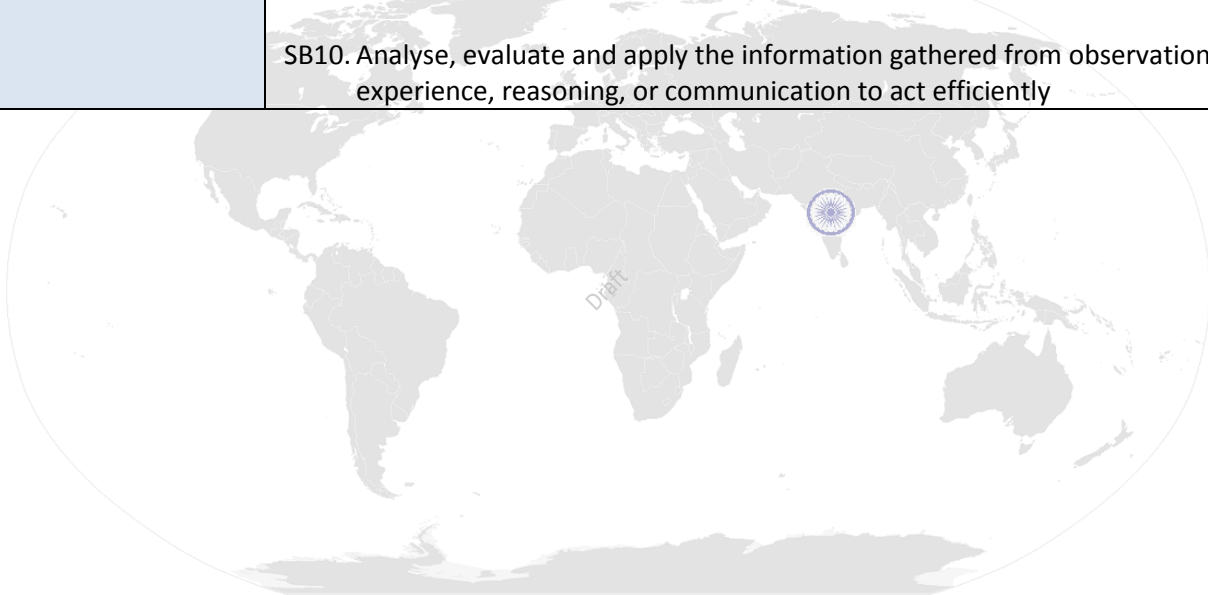
HSS/ N 9607:   Practice code of conduct while performing duties

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NOS Version Control

NOS Code	HSS/ N 9606		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16
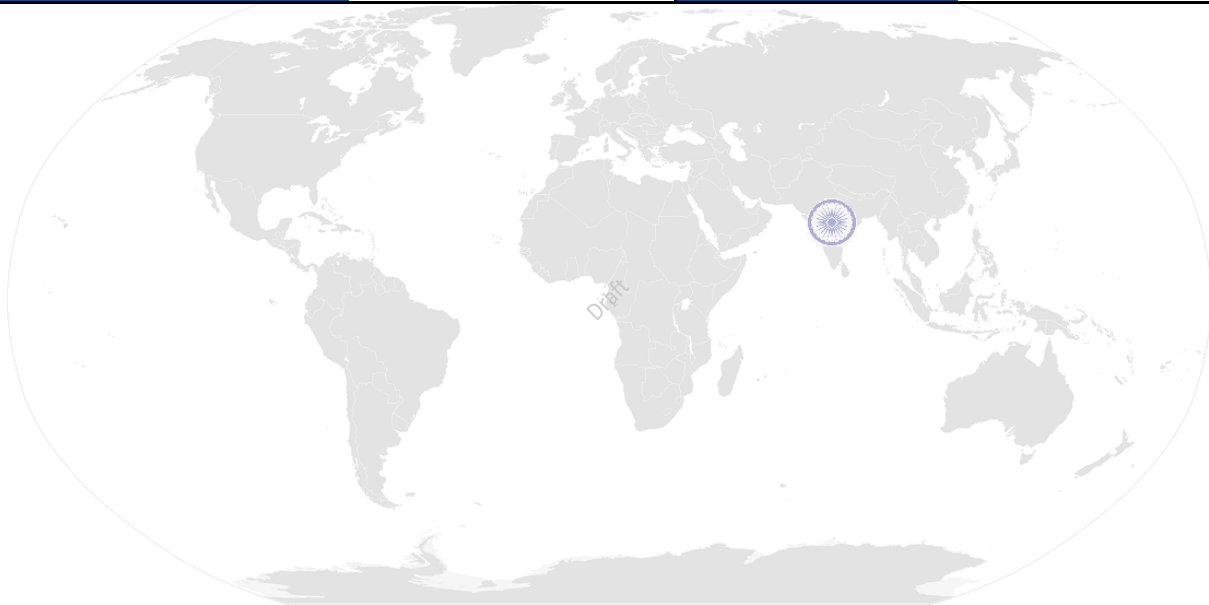
National Occupational Standards
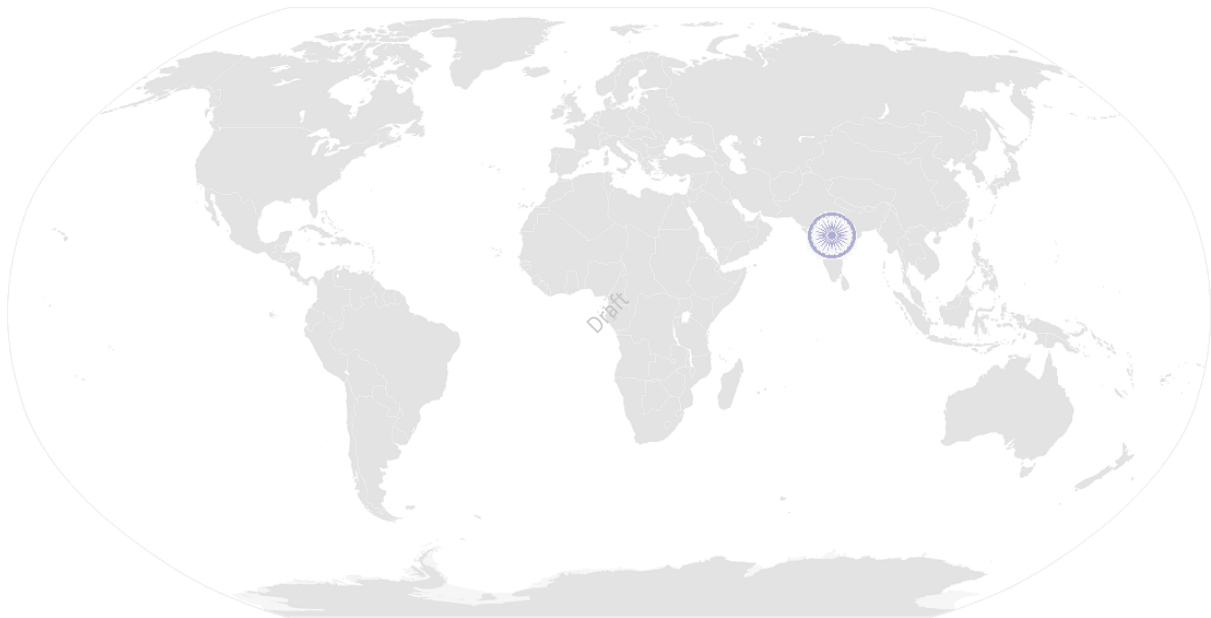
Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to practice code of conduct setup by the healthcare provider

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HSS/ N 9607:   Practice code of conduct while performing duties

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Unit Code	HSS/ N 9607
Unit Title (Task)	**Practice code of conduct while performing duties**
Description	This OS unit is about following the rules, regulations and the code of conduct setup by the healthcare provider The Allied health professional must adhere to the protocols and guidelines relevant to the field and practice This OS unit applies to all Allied health professionals working in an organised environment and to whom specific regulations and codes of conduct apply
Scope	This unit covers the following: • Recognising the guidelines and protocols relevant to the field and practice, Following the code of conduct as described by the healthcare provider, Demonstrating best practices while on the field

Performance Criteria (PC) wrt The Scope	
Element	**Performance Criteria**
	To be competent, the user/individual on the job must be able to: PC1. Adhere to protocols and guidelines relevant to the role and field of practice PC2. Work within organisational systems and requirements as appropriate to the role PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority PC4. Maintain competence within the role and field of practice PC5. Use protocols and guidelines relevant to the field of practice PC6. Promote and demonstrate good practice as an individual and as a team member at all times PC7. Identify and manage potential and actual risks to the quality and patient safety PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem

Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Healthcare provider/ Organisation and its processes)	To be competent, the user/ individual on the job needs to know and understand: KA1. Relevant legislation, standards, policies, and procedures followed in the hospital KA2. How to engage and interact with other providers in order to deliver quality and maintain continued care KA3. Personal hygiene measures and handling techniques
B. Technical Knowledge	To be competent, the user / individual on the job needs to know and understand: KB1. The limitations and scope of the role and responsibilities along with an understanding of roles and responsibilities of others KB2. The importance of working within the limits of one's competence and authority KB3. The detrimental effects of non-compliance

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	KB4. The importance of personal hygiene
	KB5. The importance of intercommunication skills
	KB6. The legislation, protocols and guidelines related to the role
	KB7. The organisational systems and requirements relevant to the role
	KB8. The sources of information and literature to maintain a constant access to upcoming research and changes in the field
	KB9. The difference between direct and indirect supervision and autonomous practice, and which combination is most applicable in different circumstances
	KB10. Implications to quality and safety arising from:
	• Working outside the boundaries of competence and authority
	• not keeping up to date with best practice
	• poor communication
	• insufficient support
	• lack of resources
	KB11. The organisational structure and the various processes related to reporting and monitoring
	KB12. The procedure for accessing training, learning and development needs
Skills (S)	
A. Core Skills /Generic Skills	**Writing Skills**
	To be competent, the user/ individual on the job needs to know and understand how to: SA1. Document reports, task lists, and schedules with co-workers SA2. Prepare status and progress reports related to patient care SA3. Update the physician and the other co-workers
	Reading Skills
	To be competent, the user/ individual on the job needs to know and understand how to: SA4. Read about procedures, regulations and guidelines related to the organisation and the profession SA5. Keep updated with the latest knowledge by reading internal communications and legal framework changes related to roles and responsibilities
	Oral Communication (Listening and speaking skills)
	To be competent, the user/ individual on the job needs to know and understand how to: SA6. Interact with patients SA7. Give clear instructions to patients, patients relatives and other healthcare providers SA8. Avoid using jargon, slang or acronyms, while communicating with a patient
B. Professional Skills	**Decision Making**

HSS/ N 9607:   Practice code of conduct while performing duties

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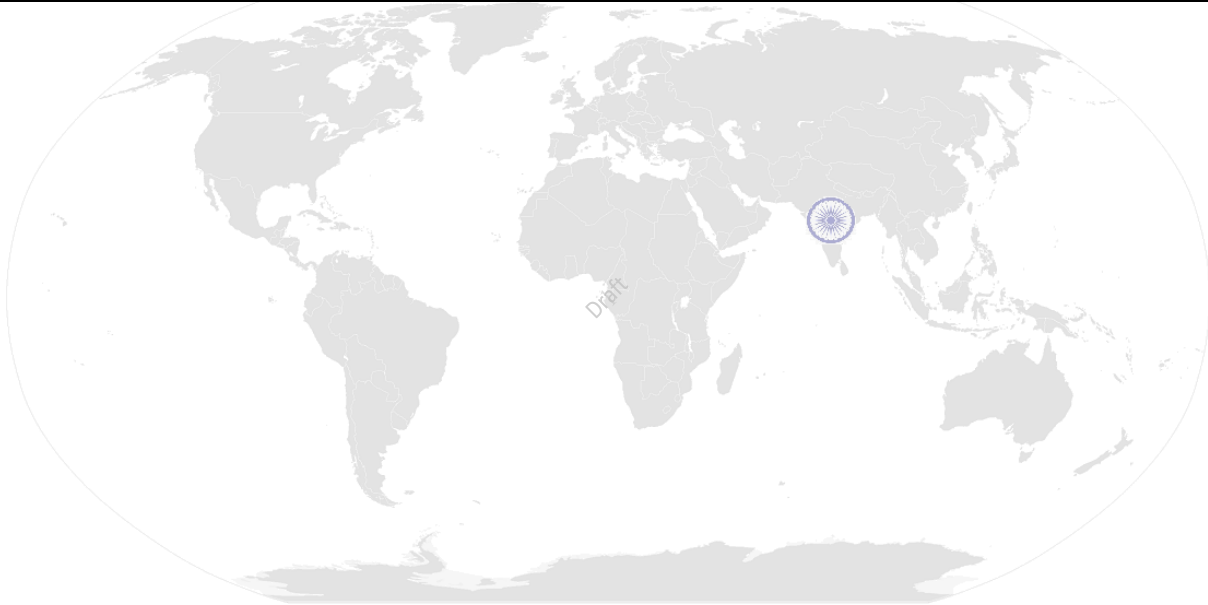
	To be competent, the user/ individual on the job needs to know and understand how to: SB1. Make decisions based on applicable regulations and codes of conduct when possible conflicts arise SB2. Act decisively by balancing protocols and work at hand
	Plan and Organise
	Not applicable
	Patient Centricity
	To be competent, the user / individual on the job needs to know and understand how to: SB3. Communicate effectively with patients and their family, physicians, and other members of the health care team SB4. Maintain patient confidentiality SB5. Respect the rights of the patient(s) SB6. Respond patients' queries and concerns SB7. Maintain personal hygiene to enhance patient safety
	Problem Solving
	Not applicable
	Analytical Thinking
	Not applicable
	Critical Thinking
	Not applicable

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HSS/ N 9607:   Practice code of conduct while performing duties

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NOS Version Control

NOS Code	HSS/ N 9607		
Credits(NSQF)	TBD	Version number	1.0
Industry	Health	Drafted on	12/05/13
Industry Sub-sector	Allied Health and Paramedics	Last reviewed on	22/05/13
		Next review date	22/12/16

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HSS/ N 9609:   Follow biomedical waste disposal protocols

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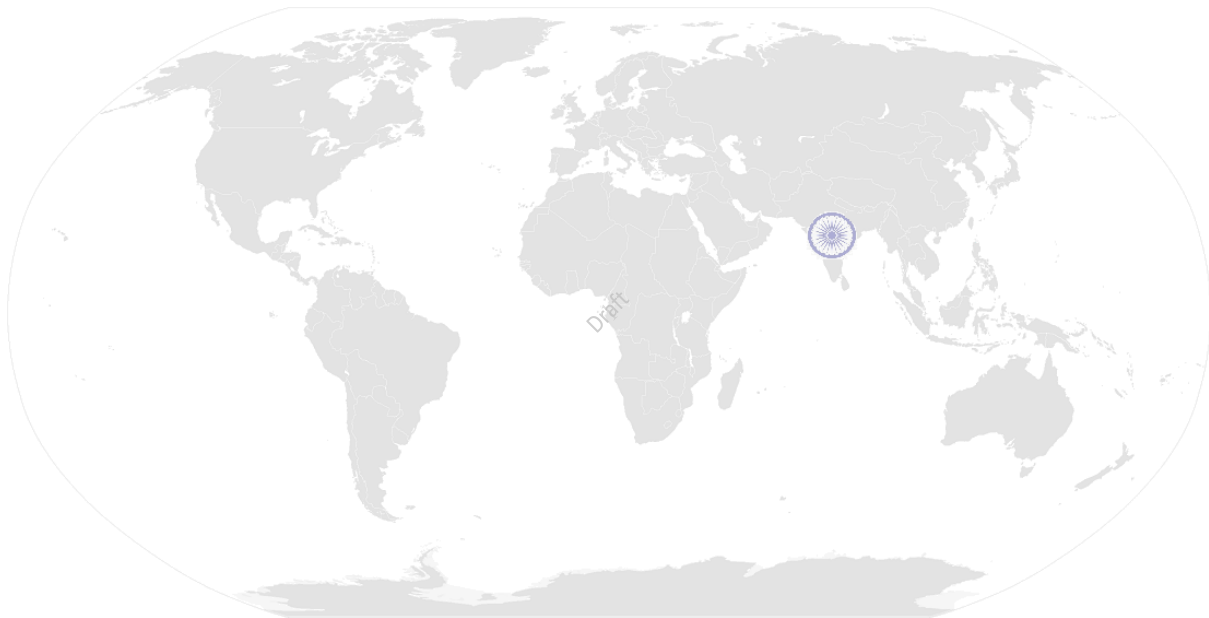
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Overview

This Occupational Standard describes the knowledge, understanding and skills required of an Allied Health professional to manage biomedical waste

National Occupational Standard

Unit Code	HSS/ N 9609
Unit Title (Task)	**Follow biomedical waste disposal protocols**
Description	This OS unit is about the safe handling and management of health care waste. This unit applies to all Allied Health professionals.
Scope	This unit/task covers the following: • Classification of the Waste Generated, Segregation of Biomedical Waste, Proper collection and storage of Waste **Reference** : 'The content of this National Occupational Standard is drawn from the UK Skills for Health NOS [SFHCHS212 Disposal of clinical and non-clinical waste within healthcare and SFHCHS213 Implement an audit trail for managing waste within healthcare]'

Performance Criteria (PC) w.r.t. the Scope

Element	Performance Criteria
	To be competent, the user/individual on the job must be able to: PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements PC4. Segregation should happen at source with proper containment, by using different color coded bins for different categories of waste PC5. Check the accuracy of the labelling that identifies the type and content of waste PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal PC7. Check the waste has undergone the required processes to make it safe for transport and disposal PC8. Transport the waste to the disposal site, taking into consideration its associated risks PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols

Knowledge and Understanding (K)

A. Organisational Context (Knowledge of the	The user/individual on the job needs to know and understand: KA1. Basic requirements of the health and safety and other legislations and regulations that apply to the organisation

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HSS/ N 9609:   **Follow biomedical waste disposal protocols**

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Healthcare provider/ Organisation and its processes)	KA2. Person(s) responsible for health, safety, and security in the organisation KA3. Relevant up-to-date information on health, safety, and security that applies to the organisation KA4. Organisation's emergency procedures and responsibilities for handling hazardous situations
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. How to categorise waste according to national, local and organisational guidelines KB2. The appropriate approved disposal routes for waste KB3. The appropriate containment or dismantling requirements for waste and how to make the waste safe for disposal KB4. The importance to adhere to the organisational and national waste management principles and procedures KB5. The hazards and risks associated with the disposal and the importance of risk assessments and how to provide these KB6. The personal protective equipment required to manage the different types of waste generated by different work activities KB7. The importance of working in a safe manner when carrying out procedures for biomedical waste management in line with local and national policies and legislation KB8. The required actions and reporting procedures for any accidents, spillages and contamination involving waste KB9. The requirements of the relevant external agencies involved in the transport and receipt of your waste KB10. The importance of segregating different types of waste and how to do this KB11. The safe methods of storage and maintaining security of waste and the permitted accumulation times KB12. The methods for transporting and monitoring waste disposal and the appropriateness of each method to a given scenario KB13. How to report any problems or delays in waste collection and whereto seek advice and guidance KB14. The importance of the organisation monitoring and obtaining an assessment of the impact the waste has on the environment KB15. The current national legislation, guidelines, local policies and protocols which affect work practice KB16. The policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself and others
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Report and record incidents
	Reading Skills

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HSS/ N 9609:   **Follow biomedical waste disposal protocols**

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	The user/individual on the job needs to know and understand how to: SA2. Read and understand company policies and procedures for managing biomedical waste
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. Report hazards and incidents clearly with the appropriate level of urgency
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Make decisions pertaining to the area of work SB2. Exhibit commitment to the organisation and exert effort and perseverance
	Plan and Organise
	The user/individual on the job needs to know and understand how to: SB3. Organise files and documents SB4. Plan for safety of the work environment SB5. Recommend and implement plan of action
	Patient Centricity
	The user/individual on the job needs to know and understand: SB6. How to make exceptional effort to keep the environment and work place clean
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify hazards and suggest effective solutions to identified problems of waste management
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. Analyse the seriousness of hazards and proper waste management
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB9. Evaluate opportunities to improve health, safety and security SB10. Show understanding and empathy for others

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HSS/ N 9609:   **Follow biomedical waste disposal protocols**

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NOS Version Control

NOS Code	HSS/ N 9609		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Health	**Drafted on**	12/05/13
Industry Sub-sector	Allied Health and Paramedics	**Last reviewed on**	22/05/13
		Next review date	22/12/16
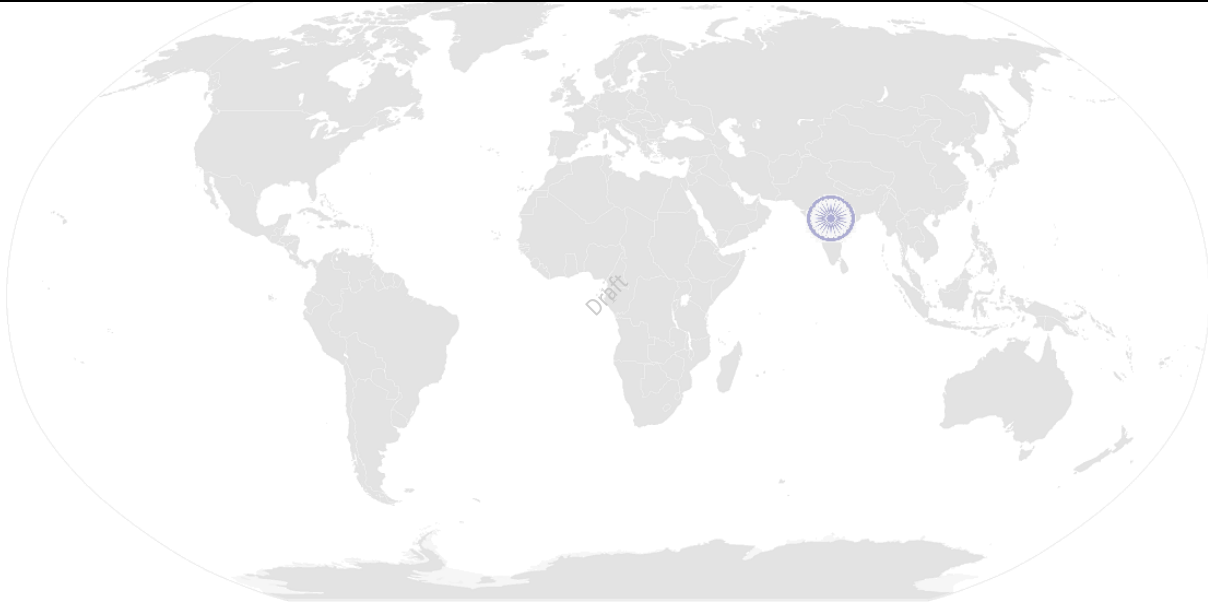
CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role	Home Health Aide
Qualification Pack Code	HSS/ Q 5102
Sector Skill Council	Healthcare Sector Skill Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score as per assessment grid.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Skills Practical and Viva (80% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	400
Grand Total-2 (Soft Skills and Communication)	100
Grand Total-(Skills Practical and Viva)	500
Passing Marks (70% of Max. Marks)	350
Theory (20% weightage)	
	Marks Allotted
Grand Total-1 (Subject Domain)	80
Grand Total-2 (Soft Skills and Communication)	20
Grand Total-(Theory)	100

Passing Marks (50% of Max. Marks)	**50**	
Grand Total-(Skills Practical and Viva + Theory)	**600**	
Overall Result	**Criteria is to pass in both theory and practical individually. If fail in any one of them, then candidate is fail**	
Detailed Break Up of Marks	**Skills Practical & Viva**	
Subject Domain	**Pick any 2 NOS each of 200 marks totaling 400**	

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (400)	Out Of	Marks Allocation Viva	Marks Allocation Skills Practical
1. HSS/ N 5116 (Assist patient in bathing)	PC1.Maintain the patient privacy and encourage patient do as much as possible to promote independence	200	10	0	10
	PC2.Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort		50	10	40
	PC3.Check water temperature before patient checks in		10	5	5
	PC4.Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes		50	10	40
	PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown		4	0	4
	PC6. Never leave a patient unattended in bath room		4	2	2
	PC7. Wash from cleanest to dirtiest		10	2	8
	PC8. Observe and report unusual findings to the nurse		20	2	18
	PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress		10	10	0
	PC10. Apply lotion to dry skin if requested		2	2	0
	PC11. Clean tub shower chair before and after each use		20	10	10
	PC12. Always check each patients skin after bathing		10	10	0
Total			200	63	137

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2. HSS/ N 5117 (Assist patient in grooming)	PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence	200	10	0	10
	PC2. Show patient how they look after the grooming task is finished		20	0	20
	PC3. Use standard precautions and protocols for shaving and cutting nails		50	10	40
	PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling		50	10	40
	PC5. Rinse toothpaste thoroughly from the mouth after brushing		40	5	35
	PC6. Store dentures in cool water with patients name to avoid confusion		30	5	25
	Total		200	30	170
3.HSS/ N 5118(Assist patient in dressing up)	PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence	200	40	10	30
	PC2. Fasten the clothing with elastic fasteners		120	20	100
	PC3. Ensure that the footwear fits correctly		40	10	30
	Total		200	40	160
4. HSS/ N 5119 (Support patient to eat and drink)	PC1. Make the patient comfortable and encourage eating as recommended	200	5	0	5
	PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient		30	5	25
	PC3. Feed through spoon		5	2	3
	PC4. Assist in elimination and oral care prior to feeding		30	5	25
	PC5. Wash hands and mouth after feeding		30	5	25
	PC6. Measure input and record them		30	5	25
	PC7. During feeding observe and ensure that:				
	a. Elimination process is completed before feeding		10		
	b. Oral care and grooming is performed before feeding		10		
	c. The patient is comfortable when being fed		10	12	28
	d. The food provided is according to the dietary prescription of the prescribing physician or dietician		10		
	PC8. Patient is not having symptoms of distress like coughing and regurgitation		30	6	24

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		Total	200	40	160
5. HSS/ N 5120 (Assist patient in maintaining normal elimination)	PC1. Promptly respond to patients elimination needs	**200**	4	1	3
	PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode		50	10	40
	PC3. Wipe the patient and wash hands to prevent infection		50	10	40
	PC4. Use equipment correctly to prevent discomfort or injury		50	10	40
	PC5. Ensure/Maintain patients privacy at all times during the procedure		6	0	6
	PC6. Record changes in colour or texture of the elimination and report usual findings immediately		40	5	35
		Total	200	36	164
7.HSS/ N 5121 (Prevent and control infection)	PC1. Know all procedures required for infection control	**200**	30	30	0
	PC2. Follow standard precautions		50	10	40
	PC3. Be aware of rules to dispose of biomedical waste and sharps		50	20	30
	PC4. Follow high level of personal hygiene		20	2	18
	PC5. Practice medical asepsis		20	2	18
	PC6. Follow infection control procedures and should ensure that:				
	o All standard precautions and procedures are followed		10		
	o Protective gears are used while getting in contact with the patient		10	6	24
	o Consider all blood, body fluids and excreta contaminated		10		
		Total	200	70	130
8. HSS/ N 5123(Enable geriartic/paralytic/immobile patients to cope with changes to their health and well being)	PC1. Establish a supportive relationship with the patient, and agree with them the roles and resposiblities of their carers	**200**	10	5	5
	PC2. Communicate with patient and their carers in an appropriate manner		10	5	5
	PC3. Encourage the patient to seek clarification of any procedures, information and advice relevant to them		10	0	10
	PC4. Obtain an informed consent of the patient for the actions undertaken on their behalf, and agree on the information which may be passes to to others		20	0	20

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PC5. Obtain information from the patient and their carers on the way in which the patient's need are met		10	0	10
PC6. Identify any areas where support for the patient can be improved		20	10	10
PC7. Identify and prioritise actions required if the patient's needs are not being appropriately addressed		20	0	20
PC8. Present any concerns that cannot be resolved in an appropriate way to appropriate people		20	20	0
PC9. Keep the patient and their carers informed about the progress in resolving any concerns, and anticipaited timescales for any outcomes		10	5	5
PC10. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information		10	5	5
PC11. Explore with the patient the nature of the changes to their health and well-being, and discuss with them and their carers about how they feel about these changes		10	10	0
PC12. Explain clearly to the patient and their carers, the reasons for the changes to their health and well being and the consequences arising from them		10	0	10
PC13. Respond sensitively to any issues raised by the patient, and report any issues that cannot be resolved to the appropraite people		20	0	20
PC14. Ensure that all the relevant agencies are provided with the information they need to help the patient and their carers to cope with the change process		10	10	0
PC15. Support the patient and their carers to monitor the assistance they are receiving to cope with the change, and identify any areas where this can be improved		5	5	0
PC16. Ensure that all the appropriate people are encouraged to provide feedback on how the patient and their carers are coping with change		5	5	0
TOTAL		**200**	**80**	**120**

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9. HSS/ N 5124 (Implement interventions with geriatric/paralytic/immobile patient at risk of falls)	PC1. Communicate with patient and their carers in an appropriate manner, and encourage them to seek clarifiacations of any procedures, information and advice relevant to them		20	10	10
	PC2. Explore the needs and expectations of the patient and his/her goals for the intervention		10	10	0
	PC3. Identify current or previous interventions that the patient may have experienced and the immediate requirements of his/her plan		10	5	5
	PC4. Obtain the valid consent of the patient for the actions to be undertaken on his/her behalf, and agree upon the information which may be passed on to others		10	0	10
	PC5. Discuss and agree the role of the patient and his/her carers in achieving the goals of the agreed intervention		10	10	0
	PC6. Make arrangements for the intervention that are consistent with the patient's priority and his/her specific requirements	200	10	5	5
	PC7. Ensure the environment used for the intervention is suitable, and that the privacy and dignity of the patient is protected		10	5	5
	PC8. Implement the intervention in a safe and effective manner, using evidencebased practices and processes		20	0	20
	PC9. Implement the intervention in a manner that is consistent with the patient's needs and specific requirements, and encourage their effective participation		10	0	10
	PC10. Minimise any discomfort to the patient within the constraints imposed by the intervention method		30	10	20
	PC11. Encourage the carers to give appropriate support to the patient throughout the intervention		10	0	10
	PC12. Monitor the effects of the intervention on the patient throughout the process, and identify any indications of increased risk		10	10	0
	PC13. Take appropriate action where the effects of the intervention are not as		20	10	10

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Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks			

	beneficial as expected				
	PC 14. Work in partnership with the patient and his carers to assess the outcomes of the intervention in relation to the goals agreed upon at the outset		10	0	10
	PC 15. Produce records and reports that are clear, comprehensive, and accurate and maintain the security and confidentiality of information		10	5	5
	TOTAL		**200**	**90**	**110**
Grand Total-1 (Subject Domain)		**400**			
Soft Skills and Communication		Pick one field from part 1 randomly and pick one field from part 2 as per NOS of subject domain picked each carrying 50 marks totaling 100			

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks (100)	Out Of	Marks Allocation	
				Viva	Observation/ Role Play

Part 1 (Pick one field randomly carrying 50 marks)

1. Communication & Proactiveness

Assessable Outcomes	Assessment Criteria for the Assessable Outcomes	Total Marks	Out Of	Viva	Observation/ Role Play
HSS/ N 5122: Communicate with geriartic/paralytic/immobile patients to cope with changes to their health and well being	PC1. Introduce himself to the geriatric/paralytic/ immobile patient and their carers, and provide all the relevant information necessary to begin working with them	**50**	3	0	3
	PC2. Ensure that the geriatric/paralytic/ immobile patient and their carers are made to feel comfortable, and that they understand that their needs are made to feel comfortable, and that they understand their needs are important and are being addressed		3	0	3
	PC3. Explain to the geriatric/paralytic/ immobile patient and their carers, his/her roles and resposibilities in relation to their care, and outline the constraints that could limit the movement		3	0	3
	PC4. Discuss with geriatric/paralytic/ immobile patient and their carers their own roles and resposibilities for the care of the patient		3	0	3

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	PC5. Respond to any concerns that the geriatric/paralytic/immobile patients and their carers might have about his/her ability to work with them		10	3	7
	PC6. Encourage the geriatric/paralytic/ immobile patient and their carers to ask questions and to seek clarification on any issues		5	2	3
	PC7. Attempt to establish a rapport with the geriatric/paralytic/ immobile patient and their carers that enables a good relationship		8	3	5
	PC8. Respond sensitively to any issues raised by the geriatric/paralytic/ immobile patient and their carers		2	0	2
	PC9. Respect the human rights of the geriatric/paralytic/ immobile patient and their carers		2	0	2
	PC10. Provide clear information on how to contact the service to obtain assistance if required		5	2	3
	PC11. Identify any communication differences that exist, and try to address these will influence communication methods		2	1	1
	PC12. Discuss the purpose of communication with the patient and their carers, and identify their preferred ways of communicating		2	2	0
	PC13. Confirm with the geriatric/paralytic/ immobile patient who they wish to be involved in the communication		2	0	2
Total			50	13	37
Communication and Proactiveness Total		**50**	50	13	37
2. ATTITUDE					
HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice		2	0	2
	PC2. Work within organisational systems and requirements as appropriate to one's role	**30**	2	0	2
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority		8	4	4
	PC4. Maintain competence within one's		2	0	2

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	role and field of practice				
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		4	2	2
	PC7. Identify and manage potential and actual risks to the quality and safety of practice		4	2	2
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements		4	2	2
	Total		30	12	18
HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice		3	1	2
	PC2. Work within organisational systems and requirements as appropriate to the role		3	1	2
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority	**20**	3	1	2
	PC4. Maintain competence within the role and field of practice		1	0	1
	PC5. Use protocols and guidelines relevant to the field of practice		4	2	2
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times		1	0	1
	PC7. Identify and manage potential and actual risks to the quality and patient safety		1	0	1
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem		4	2	2
	Total		20	7	13
	Attitude Total	**50**	50	19	31
3. Attiquete					
HSS/ N 9605 (Manage work to meet requirements)	PC1. Clearly establish, agree, and record the work requirements		10	5	5
	PC2. Utilise time effectively	**50**	10	0	10
	PC3. Ensure his/her work meets the agreed requirements		10	0	10
	PC4. Treat confidential information		10	10	0

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	correctly				
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role		10	5	5
	Total		50	20	30
Attiquete Total		**50**	50	20	30

Part 2 (Pick one field as per NOS marked carrying 50 marks)

1. Team Work (Evaluate with NOS: HSS/N/5123)

HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively		3	0	3
	PC2. Integrate one's work with other people's work effectively		3	0	3
	PC3. Pass on essential information to other people on timely basis		3	0	3
	PC4. Work in a way that shows respect for other people		3	0	3
	PC5. Carry out any commitments made to other people	**50**	6	6	0
	PC6. Reason out the failure to fulfil commitment		6	6	0
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems		16	8	8
	PC8. Follow the organisation's policies and procedures		10	4	6
	Total		50	24	26
Team Work Total		**50**	50	24	26

2. Safety management (Evaluate with NOS: HSS/N/5124,5116,5117,5118,5119,5120)

HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements		6	2	4
	PC2. Comply with health, safety and security procedures for the workplace		4	0	4
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person	**50**	4	3	1
	PC4. Identify potential hazards and breaches of safe work practices		6	4	2
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority		6	4	2

	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected		6	4	2
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently		6	2	4
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person		6	4	2
	PC9. Complete any health and safety records legibly and accurately		6	2	4
	Total		50	25	25
Safety Management Total		**50**	50	25	25

3. Waste Management (Evaluate with NOS: HSS/N/5120,5121)

HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type		6	2	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste		8	4	4
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements		4	2	2
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste	**50**	8	4	4
	PC5. Check the accuracy of the labelling that identifies the type and content of waste		4	2	2
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal		4	4	0
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal		4	4	0
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks		4	2	2
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures		4	2	2

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	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols		4	4	0
Total			50	30	20
Waste Management Total		**50**	50	30	20
Grand Total-2 (Soft Skills and Communication)			**100**		

Detailed Break Up of Marks		Theory
Subject Domain		**Pick all NOS totalling 80 marks**
National Occupational Standards (NOS)	**Performance Criteria (PC)**	**Weightage**
1. HSS/ N 5116 (Assist patient in bathing)	PC1.Maintain the patient privacy and encourage patient do as much as possible to promote independence	10
	PC2.Identify the type of bath that is best suited as per the guidelines, based on the patient condition and comfort	
	PC3.Check water temperature before patient checks in	
	PC4.Follow standards precautions when performing perennial care or when bathing a patient with skin lesion and rashes	
	PC5. Dry patient skin by patting with a towel which decreases friction and prevents skin breakdown	
	PC6. Never leave a patient unattended in bath room	
	PC7. Wash from cleanest to dirtiest	
	PC8. Observe and report unusual findings to the nurse	
	PC9. Offer patient back rub after bathing and at bed time to stimulate circulation and relieve stress	
	PC10. Apply lotion to dry skin if requested	
	PC11. Clean tub shower chair before and after each use	
	PC12. Always check each patients skin after bathing	
2. HSS/ N 5117 (Assist patient in grooming)	PC1. Maintain the patient's privacy and encourage patient do as much as possible to promote independence	10
	PC2. Show patient how they look after the grooming task is finished	
	PC3. Use standard precautions and protocols for shaving and cutting nails	
	PC4. Perform duties gently to avoid injuries especially during shaving, brushing and hair styling	
	PC5. Rinse toothpaste thoroughly from the mouth after	

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	brushing	
	PC6. Store dentures in cool water with patients name to avoid confusion	
3.HSS/ N 5118 (Assist patient in dressing up)	PC1. Maintain the patient privacy and encourage patient do as much as possible to promote independence	10
	PC2. Fasten the clothing with elastic fasteners and ensure that the footwear fits correctly	
	PC3. Ensure that the footwear fits correctly	
4. HSS/ N 5119 (Support individuals to eat and drink)	PC1. Make the patient comfortable and encourage eating as recommended	10
	PC2. Check menu card to verify the diet, restrictions, likes and dislikes of the patient	
	PC3. Feed through spoon	
	PC4. Assist in elimination and oral care prior to feeding	
	PC5. Wash hands and mouth after feeding	
	PC6. Measure input and record them	
	PC7. During feeding observe and ensure that:	
	a. Elimination process is completed before feeding	
	b. Oral care and grooming is performed before feeding	
	c. The patient is comfortable when being fed	
	d. The food provided is according to the dietary prescription of the prescribing physician or dietician	
	PC8. Patient is not having symptoms of distress like coughing and regurgitation	
5. HSS/ N 5120 (Assist patient in maintaining normal elimination)	PC1. Promptly respond to patients elimination needs	10
	PC2. Assist a mobile patient in moving to the toilet and provide support like giving toilet paper if required or stabilise the commode	
	PC3. Wipe the patient and wash hands to prevent infection	
	PC4. Use equipment correctly to prevent discomfort or injury	
	PC5. Ensure/Maintain patients privacy at all times during the procedure	
	PC6. Record changes in colour or texture of the elimination and report usual findings immediately	
6.HSS/ N 5121 (Prevent and control infection)	PC1. Know all procedures required for infection control	10
	PC2. Follow standard precautions	
	PC3. Be aware of rules to dispose of biomedical waste and sharps	
	PC4. Follow high level of personal hygiene	

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	PC5. Practice medical asepsis	
	PC6. Follow infection control procedures and should ensure that:	
	o All standard precautions and procedures are followed	
	o Protective gears are used while getting in contact with the patient	
	o Consider all blood, body fluids and excreta contaminated	
7. HSS/ N 5123(Enable geriartic/paralytic/immobile patients to cope with changes to their health and well being)	PC1. Establish a supportive relationship with the patient, and agree with them the roles and resposiblities of their carers	
	PC2. Communicate with patient and their carers in an appropriate manner	
	PC3. Encourage the patient to seek clarification of any procedures, information and advice relevant to them	
	PC4. Obtain an informed consent of the patient for the actions undertaken on their behalf, and agree on the information which may be passes to to others	
	PC5. Obtain information from the patient and their carers on the way in which the patient's need are met	
	PC6. Identify any areas where support for the patient can be improved	
	PC7. Identify and prioritise actions required if the patient's needs are not being appropriately addressed	
	PC8. Present any concerns that cannot be resolved in an appropriate way to appropriate people	10
	PC9. Keep the patient and their carers informed about the progress in resolving any concerns, and anticipaited timescales for any outcomes	
	PC10. Produce records and reports that are clear, comprehensive and accurate, and maintain the security and confidentiality of information	
	PC11. Explore with the patient the nature of the changes to their health and well- being, and discuss with them and their carers about how they feel about these changes	
	PC12. Explain clearly to the patient and their carers, the reasons for the changes to their health and well being and the consequences arising from them	
	PC13. Respond sensitively to any issues raised by the patient, and report any issues that cannot be resolved to the appropraite people	

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	PC14. Ensure that all the relevant agencies are provided with the information they need to help the patient and their carers to cope with the change process	
	PC15. Support the patient and their carers to monitor the assistance they are receiving to cope with the change, and identify any areas where this can be improved	
	PC16. Ensure that all the appropriate people are encouraged to provide feedback on how the patient and their carers are coping with change	
8. HSS/ N 5124(Implement interventions with geriartic/paralytic/immobile patients at risk of falls)	PC1. Communicate with patient and their carers in an appropriate manner, and encourage them to seek clarifiacations of any procedures, information and advice relevant to them	10
	PC2. Explore the needs and expectations of the patient and his/her goals for the intervention	
	PC3. Identify current or previous interventions that the patient may have experienced and the immediate requirements of his/her plan	
	PC4. Obtain the valid consent of the patient for the actions to be undertaken on his/her behalf, and agree upon the information which may be passed on to others	
	PC5. Discuss and agree the role of the patient and his/her carers in achieving the goals of the agreed intervention	
	PC6. Make arrangements for the intervention that are consistent with the patient's priority and his/her specific requirements	
	PC7. Ensure the environment used for the intervention is suitable, and that the privacy and dignity of the patient is protected	
	PC8. Implement the intervention in a safe and effective manner, using evidencebased practices and processes	
	PC9. Implement the intervention in a manner that is consistent with the patient's needs and specific requirements, and encourage their effective participation	
	PC10. Minimise any discomfort to the patient within the constraints imposed by the intervention method	
	PC11. Encourage the carers to give appropriate support to the patient throughout the intervention	
	PC12. Monitor the effects of the intervention on the patient throughout the process, and identify any indications of increased risk	
	PC13. Take appropriate action where the effects of the intervention are not as beneficial as expected	

	PC 14. Work in partnership with the patient and his carers to assess the outcomes of the intervention in relation to the goals agreed upon at the outset	
	PC 15. Produce records and reports that are clear, comprehensive, and accurate and maintain the security and confidentiality of information	
Grand Total-1 (Subject Domain)		**80**

	Soft Skills and Communication	**Select each part each carrying 10 marks totalling 20**
National Occupational Standards (NOS)	**Performance Criteria (PC)**	**Weightage**
1. HSS/ N 5122: Communicate with geriartic/paralytic/immobile patients and their carers	PC1. Introduce himself to the geriatric/paralytic/ immobile patient and their carers, and provide all the relevant information necessary to begin working with them	4
	PC2. Ensure that the geriatric/paralytic/ immobile patient and their carers are made to feel comfortable, and that they understand that their needs are made to feel comfortable, and that they understand their needs are important and are being addressed	
	PC3. Explain to the geriatric/paralytic/ immobile patient and their carers, his/her roles and respossibilities in relation to their care, and outline the constraints that could limit the movement	
	PC4. Discuss with geriatric/paralytic/ immobile patient and their carers their own roles and respossibilities for the care of the patient	
	PC5. Respond to any concerns that the geriatric/paralytic/immobile patients and their carers might have about his/her ability to work with them	
	PC6. Encourage the geriatric/paralytic/ immobile patient and their carers to ask questions and to seek clarification on any issues	
	PC7. Attempt to establish a rapport with the geriatric/paralytic/ immobile patient and their carers that enables a good relationship	
	PC8. Respond sensitively to any issues raised by the geriatric/paralytic/ immobile patient and their carers	

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	PC9. Respect the human rights of the geriatric/paralytic/ immobile patient and their carers	
	PC10. Provide clear information on how to contact the service to obtain assistance if required	
	PC11. Identify any communication differences that exist, and try to address these will influence communication methods	
	PC12. Discuss the purpose of communication with the patient and their carers, and identify their preferred ways of communicating	
	PC13. Confirm with the geriatric/paralytic/ immobile patient who they wish to be involved in the communication	
3. HSS/ N 9603 (Act within the limits of one's competence and authority)	PC1. Adhere to legislation, protocols and guidelines relevant to one's role and field of practice	2
	PC2. Work within organisational systems and requirements as appropriate to one's role	
	PC3. Recognise the boundary of one's role and responsibility and seek supervision when situations are beyond one's competence and authority	
	PC4. Maintain competence within one's role and field of practice	
	PC5. Use relevant research based protocols and guidelines as evidence to inform one's practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC7. Identify and manage potential and actual risks to the quality and safety of practice	
	PC8. Evaluate and reflect on the quality of one's work and make continuing improvements	
4. HSS/ N 9604 (Work effectively with others)	PC1. Communicate with other people clearly and effectively	2
	PC2. Integrate one's work with other people's work effectively	
	PC3. Pass on essential information to other people on timely basis	
	PC4. Work in a way that shows respect for other people	
	PC5. Carry out any commitments made to other people	
	PC6. Reason out the failure to fulfil commitment	
	PC7. Identify any problems with team members and other people and take the initiative to solve these problems	
	PC8. Follow the organisation's policies and procedures	
5. HSS/ N 9605 (Manage work to meet	PC1. Clearly establish, agree, and record the work requirements	2

requirements)	PC2. Utilise time effectively	
	PC3. Ensure his/her work meets the agreed requirements	
	PC4. Treat confidential information correctly	
	PC5. Work in line with the organisation's procedures and policies and within the limits of his/her job role	
6. HSS/ N 9606 (Maintain a safe, healthy, and secure working environment)	PC1. Identify individual responsibilities in relation to maintaining workplace health safety and security requirements	4
	PC2. Comply with health, safety and security procedures for the workplace	
	PC3. Report any identified breaches in health, safety, and security procedures to the designated person	
	PC4. Identify potential hazards and breaches of safe work practices	
	PC5. Correct any hazards that individual can deal with safely, competently and within the limits of authority	
	PC6. Promptly and accurately report the hazards that individual is not allowed to deal with, to the relevant person and warn other people who may get affected	
	PC7. Follow the organisation's emergency procedures promptly, calmly, and efficiently	
	PC8. Identify and recommend opportunities for improving health, safety, and security to the designated person	
	PC9. Complete any health and safety records legibly and accurately	
7. HSS/ N 9607 (Practice Code of conduct while performing duties)	PC1. Adhere to protocols and guidelines relevant to the role and field of practice	2
	PC2. Work within organisational systems and requirements as appropriate to the role	
	PC3. Recognise the boundary of the role and responsibility and seek supervision when situations are beyond the competence and authority	
	PC4. Maintain competence within the role and field of practice	
	PC5. Use protocols and guidelines relevant to the field of practice	
	PC6. Promote and demonstrate good practice as an individual and as a team member at all times	
	PC7. Identify and manage potential and actual risks to the quality and patient safety	
	PC8. Maintain personal hygiene and contribute actively to the healthcare ecosystem	

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8. HSS/ N 9609 (Follow biomedical waste disposal protocols)	PC1. Follow the appropriate procedures, policies and protocols for the method of collection and containment level according to the waste type	4
	PC2. Apply appropriate health and safety measures and standard precautions for infection prevention and control and personal protective equipment relevant to the type and category of waste	
	PC3. Segregate the waste material from work areas in line with current legislation and organisational requirements	
	PC4. Segregation should happen at source with proper containment, by using different colour coded bins for different categories of waste	
	PC5. Check the accuracy of the labelling that identifies the type and content of waste	
	PC6. Confirm suitability of containers for any required course of action appropriate to the type of waste disposal	
	PC7. Check the waste has undergone the required processes to make it safe for transport and disposal	
	PC8. Transport the waste to the disposal site, taking into consideration its associated risks	
	PC9. Report and deal with spillages and contamination in accordance with current legislation and procedures	
	PC10. Maintain full, accurate and legible records of information and store in correct location in line with current legislation, guidelines, local policies and protocols	
Grand Total-2 (Soft Skills and Comunication)		**20**