



Australian Government

CHCPAL003 Deliver care services using a palliative approach

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide care for people with life-limiting illness and those within the normal ageing process using a palliative approach, as well as end-of-life care.

This unit applies to workers in a residential or community context. Work performed requires some discretion and judgement and is carried out under regular direct, indirect or remote supervision.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Palliative Care

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Apply principles and aims of a palliative approach when supporting people.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Recognise the holistic needs of the person extending over time, not just end-of-life.
- 1.2. Support the person, their family, carer and others identified by the person to express needs and preferences and report information to supervisor.
- 1.3. Communicate with the person, their family, carer and others identified by the person in relation to the person's quality-of-life, pain and comfort and report information to supervisor.
- 1.4. Adjust communication techniques to meet the individual needs of the person and their family, carer and others

- identified by the person.
- 1.5. Respect the family, carer and others identified by the person as an integral part of the care team and ensure that they have the information and support needed.
 2. Respect the person's preferences for quality-of-life choices.
 - 2.1. Create a supportive environment that encourages the person, their family, carer and others identified by the person to share information regarding changing needs and preferences.
 - 2.2. Respect the person's individuality, values and beliefs in the context of support provision.
 - 2.3. Recognise needs and issues outside the scope of own job role and refer to supervisor.
 - 2.4. Communicate with the person, their family, carer or others identified by the person in a manner that shows empathy and provides emotional support.
 3. Follow the person's advance care directives in the individualised plan.
 - 3.1. Interpret and follow advance care directives in the individualised plan in accordance with own job role and organisational, legal and ethical requirements.
 - 3.2. Comply with end-of-life decisions as documented in the individualised plan and in accordance with legal requirements.
 - 3.3. Report the person's changing needs and issues in relation to end-of-life for documentation in the individualised plan according to organisational policies and procedures.
 - 3.4. Monitor the impact of the person's end-of-life needs, issues and decisions on their family, carer and others and refer to appropriate member of the care team for support according to organisational policies and procedures.
 - 3.5. Deliver services in a manner that supports the person's right to choose the location of their end-of-life care.
 4. Respond to signs of pain and other symptoms.
 - 4.1. Observe and document the person's pain and other symptoms in line with individualised plan and report to appropriate member of the care team.
 - 4.2. Implement strategies to manage pain and promote comfort in line with individualised plan and within scope of own job role.
 - 4.3. Document effectiveness of pain management strategies.
 - 4.4. Recognise and report concerns in the workplace surrounding the use of pain-relieving medication.
 5. Follow end-of-life care strategies.
 - 5.1. Regularly check for any changes on individualised plan that indicate decisions made by the person have been reviewed.
 - 5.2. Provide a supportive environment to the person, their family, carer, others identified by the person and others involved in end-of-life care.

- 5.3. Respect and support the person's preferences and culture when providing end-of-life care according to individualised plan and within scope of own job role.
- 5.4. Maintain dignity of the person when providing planned end-of-life care and care immediately following death.
- 5.5. Recognise any signs of the person's deterioration or imminent death and dying and report to appropriate member of care team, according to organisational policies and procedures.
- 5.6. Provide emotional support to the family, carer and others when a death has occurred, within scope of own job role.
- 6. Manage own emotional responses and ethical issues.
 - 6.1. Follow organisational policies and procedures to manage own emotional responses and ethical issues.
 - 6.2. Identify and reflect on own emotional responses to death and dying and raise and discuss any issues or reactions with supervisor or other appropriate person.
 - 6.3. Raise any ethical issues or concerns with supervisor or other appropriate person.
 - 6.4. Determine and action self-care strategies to address the potential impact of personal responses on self.
 - 6.5. Access bereavement care and support of other team members as needed.

Foundation Skills

Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to CHCPAL001 Deliver care services using a palliative approach.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>