



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRCHCS411 Advise on wound care products and self-care**

**Release: 1**

## SIRCHCS411 Advise on wound care products and self-care

### Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRPPKS020A Provide information, products and services on wound care.

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to evaluate wound type and appearance, provide information to customers on suitable wound care products, and advise on self-care practices that will assist customers in wound care management.

### Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. Pharmacy assistants work directly with customers and may suggest Pharmacy Medicines or unscheduled medicines for wound care management. In situations where customers require referral to a pharmacist for therapeutic advice, or where the supply of Pharmacist Only Medicines or products is required, the pharmacy assistant gathers information, refers the customer on, and then supports the pharmacist by finalising the supply of medicines and products.

A person undertaking this role is required to work under the supervision of a pharmacist.

### Licensing/Regulatory Information

All relevant federal, state or territory legislation, Pharmacy Board of Australia Guidelines, and established practice and quality assurance standards are to be met.

## **Pre-Requisites**

HLTIN301C Comply with infection control policies and procedures

SIRCHCS201 Support the supply of Pharmacy Medicines and Pharmacist Only Medicines

## **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<p>Elements describe the essential outcomes of a unit of competency.</p>	<p>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</p>
<p>1. Develop knowledge of wound care and related products.</p>	<p>1.1. Recognise wound types and signs of infection.            1.2. Identify contributing factors and groups at risk of infection.            1.3. Identify and locate the pharmacy range of wound care medicines and products.            1.4. Identify and access sources of information on wound care.</p>
<p>2. Identify customer needs.</p>	<p>2.1. Follow pharmacy <i>protocols and procedures</i> to determine <i>customer requirements</i>.            2.2. Identify and act on <i>triggers for referral to a pharmacist</i>.            2.3. Interact with <i>customer</i> to identify wound type and appearance and level of improvement in wound healing.            2.4. Seek pharmacist advice where customer believes wound is displaying signs of infection.            2.5. Follow pharmacy procedures to respect and protect customer privacy.</p>
<p>3. Provide information on wound care products and management.</p>	<p>3.1. Finalise supply of scheduled medicines and products to customers, or after pharmacist provision of therapeutic advice where required.            3.2. Recommend unscheduled medicines, products, equipment and aids appropriate to wound type.            3.3. Provide the customer with <i>directions for product use</i>.            3.4. Recommend and comply with relevant <i>conditions relating to supply</i> of wound care products.            3.5. Identify and act on opportunities to suggest companion products relevant to desired health-care outcomes.            3.6. Identify and access sources of information, <i>specialist services and practitioners</i>.</p>

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to:
  - interact with the customer to:
    - ask questions to identify and confirm requirements
    - provide information
    - confirm understanding
    - explain wound self-care practices
    - recommend and supply wound care dressings, medications, aids and equipment
    - provide advice on lifestyle, self-care practices, specialist services and practitioners
  - refer to a pharmacist
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- learning skills to maintain personal currency of knowledge about wound care
- literacy skills to:
  - interpret and explain product and self-care information
  - locate and interpret specialist information to support wound care management
- planning and organising skills to organise work to meet customer service requirements
- technical skills to:
  - assess wound care requirements
  - use equipment for home wound care
- technology skills to access and use online systems to source information on wound care
- teamwork skills to operate as part of a pharmacy team, providing relevant information and seeking advice from a pharmacist and other pharmacy staff as required

### Required knowledge

- basic understanding of anatomical structure of skin as it relates to healing stages and indicators:
  - inflammatory or defensive stage
  - reconstruction stage
  - maturation or remodelling stage
- common factors that can contribute to the likelihood of wounds or exacerbate wound care problems and related lifestyle and self-care information
- common wound types and causes of wounds and their associated care requirements, including:
  - acute wounds caused by:
    - cuts
    - lacerations

- abrasions
- grazes
- sprains
- strains
- chronic wounds, such as ulcers caused by poor circulation or medical conditions
- contusion, bruising and soft tissue injury caused by:
  - blunt blow
  - punching
  - knock or fall
- penetrating wounds (puncture) caused by sharp objects
- surgical wounds
- bites and stings
- burns and scalds
- personal role boundaries, responsibilities and circumstances under which referral to a pharmacist or other pharmacy staff is required
- pharmacy protocols and procedures relating to the sale of wound care medicines, aids, kits and equipment, including:
  - collecting information from customers
  - collecting and supplying information to an agent acting on behalf of a customer
  - identifying and acting on triggers for referral to a pharmacist
  - providing wound care advice
  - respecting and protecting customer privacy
  - sale of wound care products, aids and equipment
- pharmacy range of wound care medicines and products along with basic understanding of their modes of action
- relevant product and wound care terminology
- sources of information, advice and specialist services relating to wound care

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the ability to:

- apply pharmacy protocols and procedures when interacting with customers and assessing their wound care requirements
- apply knowledge of common wound types and associated care requirements when recommending and selling wound care medicines, equipment, products and aids
- provide information to customers in ways appropriate to customer needs and demonstrate techniques to confirm understanding
- recognise and act on situations or requests requiring referral to a pharmacist
- refer to relevant sources of information to assist the customer and maintain personal currency of knowledge.

#### **Context of and specific resources for assessment**

Assessment must ensure that competency is:

- observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment guidelines
- demonstrated across a range of customers over sufficient time to include handling of a range of contingencies
- demonstrated in a real or simulated pharmacy environment, which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- a range of real or simulated customers with different wound care requirements
- a range of wound care products
- pharmacy protocols and procedures
- relevant documentation, such as:
  - wound care product and service information
  - self-care and lifestyle advice.

**Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate in the workplace:
  - consulting with customers to identify their wound care requirements
  - providing advice on wound care and supplying wound care medicines, products, equipment and aids
  - advising on self-care
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance
- role plays to confirm communication skills to meet diverse customer requirements.

**Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.



## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Signs of infection*** may include:

- localised heat in the area surrounding the wound
- pus
- nausea.

***Wound care medicines and products*** may include:

- analgesics
- anti-inflammatory medicines
- antiseptic and saline washes
- cold and hot packs
- complementary medicines
- Pharmacy Medicines
- Pharmacist Only Medicines
- Prescription Only Medicines
- skincare products, such as:
  - skin cleansers
  - moisturisers
  - sealants
  - adhesive removers
- surgical sundries
- wound dressings, such as:
  - spray on dressings
  - gels, granules, pastes and beads
  - dry dressings
  - adhesive dressings
  - low adherent absorbent dressings
  - medicated bandages
  - non-stick pads
- strapping, bandaging and sports tape.

***Sources of information*** may include:

- health-care information
- pharmacy or supplier product leaflets, brochures and manuals
- manufacturer information
- industry and professional publications
- medicines databases.

***Protocols and procedures*** may include:

- interacting with the customer to establish:
  - who the product is for
  - symptoms

- duration of symptoms
- other existing health conditions
- other medications being used by the customer
- where the wound is
- time of last tetanus shot where relevant to the wound
- if they have seen a doctor
- assessing:
  - customer responses to questions
  - own confidence that the product or service requested by the customer or envisaged by the pharmacy assistant is right for the customer's symptoms.

***Customer requirements***  
may include:

- wound care services
- wound care products, medications, aids or equipment
- advice on wound management.

***Triggers for referral to a pharmacist*** may include:

- customer who is:
  - a child under 2
  - an aged person
  - pregnant or breastfeeding
  - taking other medicines
- customer who has:
  - had the complaint for some time
  - other health conditions, such as asthma, diabetes and high blood pressure
  - used the product before but is not satisfied with its efficacy
  - requested a large quantity of one or more medicines or products
- customer appears to be:
  - sick
  - angry
  - confused
  - dissatisfied
  - uncertain
  - under the influence of drugs or alcohol
- pharmacy assistant is unsure and needs confirmation of the medicine selected, even if the product has been requested by name
- request for Pharmacist Only Medicine.

***Customer*** may include people:

- from a range of social, cultural and ethnic backgrounds and with varying mental and physical abilities
- visiting the pharmacy, contacting the pharmacy by phone, or in their own home

- with special needs, such as:
  - the elderly
  - infants
- who are:
  - drug or alcohol affected
  - emotionally unstable
  - mentally unstable
  - physically unwell.

***Directions for product use*** may include:

- how to use wound care products and medicines correctly
- how often to change dressings or use medicine
- how to avoid infection
- most common and important adverse effects
- other lifestyle or management tips for the condition
- to contact the pharmacy if the product or medicine does not help or the symptoms persist.

***Conditions relating to supply*** may include:

- federal and state or territory legislation
- industry codes of practice, standards and guidelines
- pharmacy protocols and procedures relating to the sale of wound care medicines and products.

***Specialist services and practitioners*** may include:

- doctors
- pharmacists
- support organisations
- other health-care specialists
- relevant websites.

## **Unit Sector(s)**

Community Pharmacy

## **Competency field**

Health Care Support