



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>

Assessment Requirements for CHCPAL003 Deliver care services using a palliative approach

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- support, report and document issues and needs of three people receiving palliative care, including:
 - supporting the person's needs and preferences in relation to their care
 - responding to changing needs and circumstances in the person's care
 - providing emotional support to the person, their family or carer as required
 - completing documentation in a timely, accurate and objective manner according to organisational policies and procedures
- at least one of the above people must be receiving end-of-life care
- reflect on own emotional responses to death and dying and discuss with supervisor on at least one occasion.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- philosophy, principles, benefits and scope of palliative care
- the needs of people dealing with a life-limiting illness and the emotional impact of diagnosis
- cultural, religious and spiritual differences in relation to death and dying
- impact of unconscious bias when providing care
- the stages of grief and personal strategies for managing reactions to grief
- role and purpose of advance care directives
- end-of-life care strategies
- pain relief and comfort promotion
- process to seek clarification and guidance from health professional regarding pain relief and comfort provision
- psychological and emotional impact on the person, their family, carer and others during palliative or end of life care
- nutritional and hydration requirements when using a palliative approach
- legal and ethical considerations for working in palliative care:
 - dignity of risk

- duty of care
- human rights
- privacy, confidentiality and disclosure
- work role boundaries, responsibilities and limitations
- State/Territory legislation relating to Voluntary Assisted Dying
- organisational policies and procedures for providing care using a palliative approach and provision of palliative care
- processes for managing own emotional responses including self-care strategies
- various signs of imminent death and deterioration
- processes for care of the deceased person's body, including:
 - the person's preferences:
 - cultural
 - spiritual and religious
 - infection control
 - support for the family and others
 - handling of personal effects and belongings
 - awareness of State/Territory medico-legal requirements and processes
 - documentation requirements
- communication strategies to build trust, show empathy, demonstrate support and empower the person, their family, carer and others.

Assessment Conditions

Skills must be demonstrated in the workplace or a simulated environment that reflects workplace conditions.

Provision of support for a person in end-of-life care as outlined in the performance criteria must be completed in a simulated environment.

Assessment must ensure access to:

- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- organisational policies and procedures
- individualised plans
- equipment and resources outlined in individualised plans
- opportunities for engagement with people in palliative or end-of-life care or people who participate in simulations and scenarios that involve provision of palliative or end-of-life care in a range of contexts.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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