



Australian Government

Department of Education, Employment and Workplace Relations

HLTCSD307C Care for the home environment of clients

Release: 1

HLTCSD307C Care for the home environment of clients

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to undertake the efficient and effective maintenance of a client's domestic living environment

Application of the Unit

Application

The purpose of the home care and domestic assistance to be provided is to assist a client to remain in their normal domestic environment, rather than in institutional care

Work will be performed within a prescribed range of functions involving a defined range of skills and known routines and procedures

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 1. Obtain correct information regarding <i>client</i> and their environmental needs | 1.1 Obtain <i>client</i> information and requirements for the <i>home care or domestic assistance</i> plan from supervisor or coordinator |
| | 1.2 Contact <i>client</i> and negotiate an appropriate time for service |
| | 1.3 Record details of visit/service as required |
| 2. Provide information for client | 2.1 Inform <i>client</i> of care or assistance to be provided |
| | 2.2 Inform client of limitations to service provision where required |
| | 2.3 Maintain client confidentiality |
| 3. Monitor and maintain <i>equipment</i> | 3.1 Check <i>equipment</i> regularly to identify service, repair or replacement needs |
| | 3.2 Refer to manufactures guidelines/instructions for equipment where appropriate |
| | 3.3 Arrange/report service and/or repairs |

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 4. Implement home care or domestic assistance plan | 4.1 Select appropriate equipment to undertake the required home care or domestic assistance tasks |
| | 4.2 Undertake tasks in a systematic sequence to ensure that the outcomes of the home care or assistance plan are met |
| | 4.3 Clean and store equipment in an orderly manner as required after tasks are completed |
| | 4.4 Follow relevant document procedures/criteria |
| | 4.5 Provide feedback regarding service to supervisor or coordinator according to established procedures |
| 5. Maintain a safe and hygienic <i>home environment</i> for clients | 5.1 Follow OHS guidelines in implementing the home care or assistance plan to avoid safety hazards for self and clients |
| | 5.2 Maintain established <i>standards of hygiene</i> for self and clients when implementing the home care or assistance plan |
| | 5.3 Follow established procedures for infection control where required when implementing the home care or assistance plan |
| 6. Monitor client service | 6.1 Obtain feedback from <i>client</i> to determine that procedure/service is satisfactory |
| | 6.2 Seek advice from appropriate sources to maintain best practice service delivery to clients |
| | 6.3 Address performance issues to maintain the agreed standard of service delivery |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

REQUIRED SKILLS AND KNOWLEDGE

Essential Knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Client rights and responsibilities
- Dangerous/hazardous substances
- First Aid and/or CPR (cardiopulmonary resuscitation), subject to organisation policy, and if required by employer or contract for service provision
- HACCC (home and community care) service provision guidelines and standards
- Industrial relations award
- Infection control
- Limits of own knowledge
- Own immunisation status
- Workplace health and safety

Essential Skills:

It is critical that the candidate demonstrate the ability to

- Communicate effectively with clients and on their behalf
- Comply with OHS policies and procedures
- Effectively implement, monitor and review client home care or domestic assistance plan
- Use relevant equipment to maintain the required standard in the clients' environment

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Demonstrate experience in domestic cleaning
- Drive a car (current driver's license)
- Exercise patience and tolerance
- Follow organisation policies and procedures relating to work performance including:
 - discipline
 - maintain confidentiality and privacy of clients
 - maintenance of insurance, registration and/or other legal requirements relating to use of motor vehicle
 - minimise disruption to the client's home environment

REQUIRED SKILLS AND KNOWLEDGE

- minimise safety hazards for self and others
- select and use equipment and cleaning agents effectively
- use correct hygiene procedures
- Solve problems including the ability to use available resources and prioritise workload
- Use time management strategies to set priorities
- Use numeracy skills ranging from the ability to complete basic arithmetic calculations such as addition, subtraction, multiplication, division and recording numbers
- Use oral communication skills required to fulfil job roles in a safe manner and as specified by the organisation, including skills in asking questions, providing clear information, listening to and understanding workplace instructions, and clarifying workplace instructions when necessary
 - organisation may require competence in English or a community language, depending on client group
- Use reading and writing skills required to fulfil job roles in a safe manner and as specified by the organisation
 - the level of skill may range from the ability to understand symbols used in OHS signs, to reading workplace safety pamphlets or procedure manuals, to reading labels and handling chemicals such as cleaning fluids
 - literacy support available in the workplace may range from having access to support or assistance from expert/mentor/supervisor, to having no communication supports available
 - literacy may be required in English or a community language.
- Work with others and display empathy with client and relatives

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions

EVIDENCE GUIDE

as closely as possible

- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- The individual being assessed must have a current drivers license

Method of assessment may include:

- Observation of work activities in client support
- Observation of simulation and/or role play involving client support
- Discussion of physical and/or behavioural contingency scenarios involving duty of care
- Authenticated transcripts of relevant education/training courses
- Recognition of relevant life/work experience
- Written assignments/projects or questioning should be used to assess knowledge
- Authenticated reports of experience in working in a home care environment (Documentation associated with performance reviews, client feedback forms, supervisor/co-ordinator evaluations of work performance)
- Training records associated with OH Safety training, Orientation/Induction Training
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

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. Add any 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.

Equipment may include:

- Cleaning equipment
- Domestic appliances
- Whitegoods

Clients may be:

- Cognitively impaired
- From a range of cultures and language backgrounds
- Hearing impaired
- Indigenous persons
- Mentally or intellectually disabled
- Physically disabled or frail
- Vision impaired
- Young or aged

Home environment may include:

- Caravan/mobile home
- Group home
- Hostel
- House, flat or other dwelling
- Inside and outside
- Private or public housing
- Residential care or other institution
- Temporary accommodation

RANGE STATEMENT

Maintenance of hygiene standards for the client may include: but is not limited to:

- Checking clients stored food and drink for fitness for consumption
- Cleanliness of food preparation area, bathing area, toilets

Home care or domestic assistance tasks may include but is not limited to::

- Basic and simple gardening
- Bed making
- Cleaning electrical appliances
- Cleaning kitchen, bathroom and toilet
- Cleaning out refrigerator
- Cleaning windows and other surfaces
- Dusting
- Emptying commodes
- Ironing
- Mopping
- Vacuuming
- Washing (including bringing in, hanging out and folding)

Unit Sector(s)

Not Applicable