



COVID Frontline Worker (Home Care Support)

QP Code: HSS/Q5105

Version: 1.0

NSQF Level: 3

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HSS/Q5105: COVID Frontline Worker (Home Care Support)

Brief Job Description

Individuals in this job provide personal care, comfort, and assistance to the COVID patients with diverse needs at different care settings like home, old age home, hospice, COVID care centers, etc. Their work involves usage of basic equipment like Oxygen Concentrator, Oxygen Cylinder, Nebulizer, steam inhalation and Pulse-oximeter. The person is also responsible for maintaining records manually or digitally as per protocols. The key responsibilities are mapped to the competencies required by a Home Health Aide.

Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate and patient centric. The person should show respect to the patients belonging to diverse cultural backgrounds. The individual should have good communication and interpersonal skills. The person should also possess cooking, driving and housekeeping skills preferably.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [HSS/N5105: Assist the patient in maintaining normal elimination](#)
2. [HSS/N5136: Support patients with diverse needs in coping up with their health conditions](#)
3. [HSS/N5104: Support individuals to eat and drink](#)
4. [HSS/N9622: Follow sanitization and infection control guidelines](#)
5. [HSS/N5133: Assist patient in bathing, dressing up and grooming](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Patient Care Services
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5322.0101

Minimum Educational Qualification & Experience	10th Class
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

This is a crash course designed to skill individuals for Home care support to COVID patients during COVID pandemic by selecting required NOS from Home Health Aide, HSS/Q5102 Version 2.0 QP. After completion of this crash course, the individual will not be equivalent to a certified Home Health Aide.

HSS/N5105: Assist the patient in maintaining normal elimination

Description

This OS unit is about assisting the patient in urination and defecation and maintaining hygiene during the process.

Scope

This unit/task covers the following:

- Support the patient during elimination needs

Elements and Performance Criteria

Support the patient during elimination needs

To be competent, the user/individual on the job must be able to:

- PC1.** respond promptly to patients elimination needs as per hospitals/procedural protocols
- PC2.** assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode
- PC3.** wash the patient's and one's hands to prevent infection
- PC4.** ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage
- PC5.** use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition
- PC6.** empty the uro bag frequently as per standard procedures and record the output under supervision
- PC7.** clean and disinfect the equipment after use
- PC8.** record changes in color or texture of the faeces and report unusual findings immediately
- PC9.** measure output and record them

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** how to engage with medical team or concerned authority for support in case of requirement
- KU6.** how to assist immobile patient in using a bed pan
- KU7.** how to assist a mobile patient to use the commode
- KU8.** how to check for kinks and obstruction in an indwelling catheter

- KU9.** the process of cleaning and wiping the patient after elimination to prevent infections
- KU10.** how to identify change in colour, odour or texture of the faeces
- KU11.** basic structure and function of the body system
- KU12.** process, condition & resources required by the body to support healthy functioning
- KU13.** common medical terminologies and abbreviations used

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals while maintaining a professional attitude
- GS4.** listen to colleagues and other health professionals
- GS5.** communicate with the concerned person if the information provided or the medical records are not complete
- GS6.** plan the activity and organize the same with other team members if they are needed
- GS7.** ensure that all patients care activities are performed keeping in consideration the patients comfort and willingness
- GS8.** communicate patients concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support the patient during elimination needs</i>	30	50	10	10
PC1. respond promptly to patients elimination needs as per hospitals/procedural protocols	30	2	10	10
PC2. assist a mobile patient in going to the toilet and provide support like giving toilet paper if required or stabilize the commode	-	5	-	-
PC3. wash the patient's and one's hands to prevent infection	-	5	-	-
PC4. ensure hygiene and cleanliness of patient and surroundings especially in the event of spillage	-	2	-	-
PC5. use bed pan, urinal, uro-bag and other elimination equipment as per procedures and guidelines based on patient's comfort and condition	-	10	-	-
PC6. empty the uro bag frequently as per standard procedures and record the output under supervision	-	5	-	-
PC7. clean and disinfect the equipment after use	-	8	-	-
PC8. record changes in color or texture of the faeces and report unusual findings immediately	-	8	-	-
PC9. measure output and record them	-	5	-	-
NOS Total	30	50	10	10

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5105
NOS Name	Assist the patient in maintaining normal elimination
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

HSS/N5136: Support patients with diverse needs in coping up with their health conditions

Description

This OS unit is about effectively communicating with patients with diverse needs and their acquaintances as well as helping patients to cope up with changes in their health

Scope

This unit/task covers the following:

- Communicate with patient and their acquaintances effectively
- Help patients to cope up with their health conditions

Elements and Performance Criteria

Communicate with patient and their acquaintances effectively

To be competent, the user/individual on the job must be able to:

- PC1.** introduce oneself to the patient and their acquaintances to make them feel comfortable
- PC2.** discuss their roles and responsibilities and relevant information for patient care with the patient and their acquaintances
- PC3.** identify the patient's needs to be addressed before beginning to work with them
- PC4.** respond to any concerns shared by the patient and their acquaintances sensitively
- PC5.** respect the rights of the patient and their acquaintances
- PC6.** contact the service provider in case of any assistance required
- PC7.** inform the patient and their acquaintances about the progress and anticipated timeline for resolution of their concern

Help patients to cope up with their health conditions

To be competent, the user/individual on the job must be able to:

- PC8.** obtain an informed consent of the patient as per service provider's policies and procedures
- PC9.** obtain relevant information from the patients and their acquaintances about their health conditions
- PC10.** identify concerns where support for the patient is required
- PC11.** address the concerns with required actions for meeting patients health needs
- PC12.** escalate any concerns that cannot be resolved to appropriate authority
- PC13.** inform to all the concerned authorities about the patient's health status

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant legislations, protocols, good practices, standards, policies and procedures related to own and patients health, safety, confidentiality, rights, consent, etc.
- KU2.** basic structure and function of the healthcare system in the country

- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** the nature, extent and boundaries of their work role
- KU6.** how to engage with medical team or concerned authority for support in case of requirement
- KU7.** the methods of obtaining valid consent
- KU8.** the actions to be taken in case of withdrawal of patients consent
- KU9.** patients right and responsibilities
- KU10.** how to deal with issues of confidentiality and who has the right of access to information that has been recorded
- KU11.** importance of acquaintances in the patient care
- KU12.** how to effectively communicate with patients and their acquaintances
- KU13.** the possible impact of the ageing process on patient's health needs (e.g. vision impairment, hearing impairment, cognitive impairment, speech and language difficulties, confusion and dysphasia)
- KU14.** the ways in which acquaintances should be involved in communication in order to deliver the most effective outcome for the patient
- KU15.** the type of communication and relationship difficulties that may occur with patients and their acquaintances, and how to overcome from them
- KU16.** the importance of respecting the different backgrounds and values of patients and their acquaintances
- KU17.** the different types of settings where care is being provided
- KU18.** the main issues, debates and policies relating to the health and well-being of patients
- KU19.** evidence-based practice, and its role in improving services
- KU20.** the main trends and changes relating to the health and well-being of patients
- KU21.** the impact of social relationships and environment on the health and well-being of patients
- KU22.** how the needs of patients may affect others
- KU23.** the importance of being alert to signs of possible abuse or harm to patients
- KU24.** how to suspect that the patient may be the victim of abuse or negligence
- KU25.** the intrinsic and extrinsic factors associated with patients health conditions and the relative impact of these factors
- KU26.** the possible physical and psychological effects of patients health conditions on patients and their acquaintances

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** use effective written communication protocols
- GS2.** read work related documents
- GS3.** use effective communication with patients, their acquaintances, service providers and other health professionals while maintaining a professional attitude
- GS4.** communicate with the concerned person if the information provided or the medical records are not complete

- GS5.** maintain communication clear, comprehensive and confidential
- GS6.** plan the activity and organize the same with patients, their acquaintances, service providers and other health professionals if they are needed
- GS7.** ensure that all activities are performed using patient centric approaches
- GS8.** communicate patients concerns to appropriate authority
- GS9.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with patient and their acquaintances effectively</i>	28	-	12	15
PC1. introduce oneself to the patient and their acquaintances to make them feel comfortable	28	-	12	15
PC2. discuss their roles and responsibilities and relevant information for patient care with the patient and their acquaintances	-	-	-	-
PC3. identify the patient's needs to be addressed before beginning to work with them	-	-	-	-
PC4. respond to any concerns shared by the patient and their acquaintances sensitively	-	-	-	-
PC5. respect the rights of the patient and their acquaintances	-	-	-	-
PC6. contact the service provider in case of any assistance required	-	-	-	-
PC7. inform the patient and their acquaintances about the progress and anticipated timeline for resolution of their concern	-	-	-	-
<i>Help patients to cope up with their health conditions</i>	26	23	12	15
PC8. obtain an informed consent of the patient as per service provider's policies and procedures	26	2	12	15
PC9. obtain relevant information from the patients and their acquaintances about their health conditions	-	5	-	-
PC10. identify concerns where support for the patient is required	-	4	-	-
PC11. address the concerns with required actions for meeting patients health needs	-	5	-	-
PC12. escalate any concerns that cannot be resolved to appropriate authority	-	2	-	-
PC13. inform to all the concerned authorities about the patient's health status	-	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	54	23	24	30

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5136
NOS Name	Support patients with diverse needs in coping up with their health conditions
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

HSS/N5104: Support individuals to eat and drink

Description

This OS unit is about assisting the patient in maintaining overall nutrition for physical and mental wellbeing, increasing energy levels, enhancing immunity and hastening the healing process.

Scope

This unit/task covers the following:

- Provide adequate support to the patient during drinking and eating

Elements and Performance Criteria

Provide adequate support to the patient during drinking and eating

To be competent, the user/individual on the job must be able to:

- PC1.** wash one's hands and the patient to maintain hygiene and to prevent spread of infections
- PC2.** make the patient comfortable and encourage them to eat and drink independently as much as possible
- PC3.** use appropriate cutlery while feeding the patient, keeping in view the food temperature
- PC4.** ensure the food provided is according to the dietary prescription of the attending physician or dietician
- PC5.** assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly
- PC6.** assist the patient to maintain elimination needs and oral care prior to feeding
- PC7.** wipe the patients hands and mouth and clean their dress after the procedure
- PC8.** maintain self-cleanliness and hygiene after feeding
- PC9..** provide water or liquid diet to the patient according to the prescribed instruction
- PC10.** ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration
- PC11.** report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance
- PC12..** measure the details of the intake and record them appropriately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics

- KU4.** how to work with individuals to promote physical approaches to optimize health, well-being and illness prevention, through the delivery of highquality, innovative services
- KU5.** the nature, aims, objectives, values, policies and systems of the organization
- KU6.** how to engage with medical team or concerned authority for support in case of requirement
- KU7.** basic structure and function of the body system and associated component
- KU8.** the importance of balanced and healthy diet as prescribed by the physician/ dietician
- KU9.** appropriate diet for different medical conditions
- KU10.** symptoms like choking or uneasiness while feeding
- KU11.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU12.** body regulation mechanismsincluding maintenance of body temperature, fluid & electrolyte balance, elimination of body wastes, maintenance of blood pressure
- KU13.** measures for protection from infection

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** use effective written communication protocols where necessary
- GS2.** read and correctly interpret work related documents
- GS3.** use effective communication with colleagues and other health professionals
- GS4.** arrange the file management area for easy access and efficiency
- GS5.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS6.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS7.** seek the help of nurse for solving the problem if there is an unusual finding
- GS8.** use the existing experience for improving the comfort during the process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Provide adequate support to the patient during drinking and eating</i>	30	30	10	10
PC1. wash one's hands and the patient to maintain hygiene and to prevent spread of infections	30	2	10	10
PC2. make the patient comfortable and encourage them to eat and drink independently as much as possible	-	2	-	-
PC3. use appropriate cutlery while feeding the patient, keeping in view the food temperature	-	2	-	-
PC4. ensure the food provided is according to the dietary prescription of the attending physician or dietician	-	2	-	-
PC5. assist the patient in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly	-	2	-	-
PC6. assist the patient to maintain elimination needs and oral care prior to feeding	-	2	-	-
PC7. wipe the patients hands and mouth and clean their dress after the procedure	-	3	-	-
PC8. maintain self-cleanliness and hygiene after feeding	-	2	-	-
PC9. provide water or liquid diet to the patient according to the prescribed instruction	-	3	-	-
PC10. ensure that the patient is upright or in high Fowler's position during eating and drinking in order to prevent aspiration	-	3	-	-
PC11. report dehydration as evidenced by dry skin and take proper steps for fluid replenishment under guidance	-	3	-	-
PC12. measure the details of the intake and record them appropriately	-	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	30	10	10

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5104
NOS Name	Support individuals to eat and drink
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

HSS/N9622: Follow sanitization and infection control guidelines

Description

This OS unit is about following ways for sanitization to prevent the spread of infection as per sectoral working requirements.

Scope

The scope covers the following :

- Social distancing practices
- Personal and workplace hygiene
- Waste disposal methods
- Reporting and information gathering
- Mental and emotional wellbeing

Elements and Performance Criteria

Social distancing practices

To be competent, the user/individual on the job must be able to:

- PC1.** maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.
- PC2.** carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.

Personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC3.** follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.
- PC4.** follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.
- PC5.** clean and disinfect all materials/supplies before and after use.

Waste disposal methods

To be competent, the user/individual on the job must be able to:

- PC6.** segregate waste as per guidelines
- PC7.** dispose waste as per guidelines

Reporting and information gathering

To be competent, the user/individual on the job must be able to:

- PC8.** keep abreast of the latest information and guidelines from reliable sources.
- PC9.** report signs and symptoms related to illness of self and others immediately to appropriate authority

Mental and emotional wellbeing

To be competent, the user/individual on the job must be able to:

- PC10.** seek help and guidance in case of stress and anxiety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** solid waste management Rules 2016
- KU2.** significance of personal hygiene practice including hand hygiene
- KU3.** social distancing norms
- KU4.** correct method of donning and doffing of PPE
- KU5.** significance of appropriate waste disposal methods and organizational and national waste management principles and procedures
- KU6.** ways to handle waste appropriately to reduce the risk of contamination
- KU7.** the logistics of waste management
- KU8.** the current national legislation, guidelines, local policies, and protocols related to work
- KU9.** ways to manage infectious risks in the workplace
- KU10.** the path of disease transmission
- KU11.** different methods of cleaning, disinfection, sterilization, and sanitization
- KU12.** the types of cleaning agents
- KU13.** symptoms of infections like fever, cough, redness, swelling and inflammation
- KU14.** signs of stress and anxiety

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** write formal and informal letters/emails, memos, reports, etc
- GS2.** read and interpret internal communications correctly
- GS3.** communicate the information effectively during interactions
- GS4.** analyze situations and make appropriate decisions
- GS5.** prioritize, organize, and accomplish work within prescribed timelines

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Social distancing practices</i>	5	3	-	-
PC1. maintain appropriate social distance as per specified protocols, for example, while greeting people, when in crowded places, using contactless mode of delivery of goods, etc.	-	-	-	-
PC2. carry out daily tasks using alternate methods e.g. virtual meetings, e-payments, etc.	-	-	-	-
<i>Personal and workplace hygiene</i>	4	4	-	-
PC3. follow recommended personal hygiene and sanitation practices, for example, washing/sanitizing hands, covering face with a bent elbow while coughing/sneezing, using PPE, etc.	-	-	-	-
PC4. follow recommended workplace hygiene and sanitation practices, for example, sanitizing workstation and equipment regularly, using disposable wipes and utensils, using alternative systems to mark attendance, etc.	-	-	-	-
PC5. clean and disinfect all materials/supplies before and after use.	-	-	-	-
<i>Waste disposal methods</i>	3	2	-	-
PC6. segregate waste as per guidelines	-	-	-	-
PC7. dispose waste as per guidelines	-	-	-	-
<i>Reporting and information gathering</i>	3	2	-	-
PC8. keep abreast of the latest information and guidelines from reliable sources.	-	-	-	-
PC9. report signs and symptoms related to illness of self and others immediately to appropriate authority	-	-	-	-
<i>Mental and emotional wellbeing</i>	2	2	-	-
PC10. seek help and guidance in case of stress and anxiety	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	17	13	-	-

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N9622
NOS Name	Follow sanitization and infection control guidelines
Sector	Healthcare
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

HSS/N5133: Assist patient in bathing, dressing up and grooming

Description

This OS unit is about assisting the patient in bathing, dressing up and grooming to cleanse the patients body, stimulate blood circulation and improve self-image.

Scope

This unit/ task covers the following:

- Maintain patient's privacy
- Assist the patient in bathing
- Assist the patient in dressing up
- Assist the patient in grooming

Elements and Performance Criteria

Maintain patient's privacy

To be competent, the user/individual on the job must be able to:

- PC1.** ensure patient's privacy using various means like screens, curtains, locking the door, etc.
- PC2.** drape the patient once the procedures (such as back care, dressing up, perineal care) are completed

Assist the patient in bathing

To be competent, the user/individual on the job must be able to:

- PC3.** identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.
- PC4.** dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety
- PC5.** clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use
- PC6.** check the water temperature before patient checks in for bathing
- PC7.** clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes
- PC8.** report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc

Assist the patient in dressing up

To be competent, the user/individual on the job must be able to:

- PC9.** use standard procedure and protocols for dressing-up a patient
- PC10.** select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols
- PC11..** ensure clothes and the footwear fit the patient correctly
- PC12..** ensure the clothing is fastened with elastic fasteners

PC13.. remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation

Assist the patient in grooming

To be competent, the user/individual on the job must be able to:

- PC14..** follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind
- PC15..** perform care activities cautiously to avoid injuries to the skin and membranes
- PC16..** store dentures as per latest guidelines/manufacturer's recommendations with patient's identification details to avoid confusion
- PC17..** do part preparation for operative procedure under guidance as per directives from concerned authority
- PC18..** report unusual findings to the concerned authority
- PC19..** encourage patient to do as much as possible to promote independence in carrying out activities of daily living

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** important relevant protocols, good practices, standards, policies and procedures
- KU2.** basic structure and function of the healthcare system in the country
- KU3.** basic structure and function of healthcare facilities available at various levels, hospice care, clinics
- KU4.** the nature, aims, objectives, values, policies and systems of the organization
- KU5.** how to engage with medical team or concerned authority for support in case of requirement
- KU6.** how to assist patients during complete bed bath, partial bed bath or tub bath
- KU7.** how to give a back rub to the patient
- KU8.** how to clean dentures and store them
- KU9.** how to perform oral care in unconscious patients or patients with altered sensorium
- KU10.** how to prepare patient for hair care
- KU11.** how to prepare patient before cutting the nails
- KU12.** how to prepare patient before providing oral care
- KU13.** how to dress and undress patient without causing discomfort
- KU14.** dressing procedure to prevent spread of infection
- KU15.** appropriate clothing depending upon the patients condition and the general environment
- KU16.** how to manage additional equipment like catheter or IV lines (intravenous) while performing the dressing task

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** use effective written communication protocols
- GS2.** read and correctly interpret work related documents

- GS3.** use effective communication with colleagues and other health professionals
- GS4.** develop specific goals and plans to prioritize, organize, and accomplish work
- GS5.** ensure that all activities of patient care are performed keeping in consideration the patients health benefits
- GS6.** how to seek the help of nurse for solving the problem if there is an unusual finding
- GS7.** use the existing experience for improving the comfort during process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain patient's privacy</i>	10	-	10	5
PC1. ensure patient's privacy using various means like screens, curtains, locking the door, etc.	10	-	10	5
PC2. drape the patient once the procedures (such as back care, dressing up, perineal care) are completed	-	-	-	-
<i>Assist the patient in bathing</i>	30	35	10	10
PC3. identify the type of bath that is best suited as per the guidelines, based on the patient's condition and comfort.	30	5	10	10
PC4. dry patient's skin with a towel and offer back rub after bathing or at bed time to stimulate circulation while ensuring patient's safety	-	5	-	-
PC5. clean and store bathing articles (like tub, shower, chair, sponge tray, bucket, etc.) before and after each use	-	5	-	-
PC6. check the water temperature before patient checks in for bathing	-	10	-	-
PC7. clean the body part starting from the cleanest to the dirtiest region while performing various procedures such as perineal care, eye care or when bathing a patient with skin lesions and rashes	-	5	-	-
PC8. report to the concerned authority about any unusual observation such as cyanosis, rashes, broken, dry, reddened or bruised skin, abnormal body temperature, bleeding, tenderness etc	-	5	-	-
<i>Assist the patient in dressing up</i>	30	35	10	10
PC9. use standard procedure and protocols for dressing-up a patient	30	10	10	10
PC10. select appropriate clothing for patient keeping in mind the gender, age, preferences of the patient, size, weather and hospitals/procedural protocols	-	10	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11.. ensure clothes and the footwear fit the patient correctly	-	5	-	-
PC12.. ensure the clothing is fastened with elastic fasteners	-	5	-	-
PC13.. remove all the accessories like belts, jewellery and scarfs and hand over to the patient's family with proper documentation	-	5	-	-
<i>Assist the patient in grooming</i>	30	32	10	10
PC14.. follow standard procedure and protocols in providing oral care, hair care and nail care keeping patient's comfort and condition in mind	30	10	10	10
PC15.. perform care activities cautiously to avoid injuries to the skin and membranes	-	5	-	-
PC16.. store dentures as per latest guidelines/manufacturer's recommendations with patient's identification details to avoid confusion	-	6	-	-
PC17.. do part preparation for operative procedure under guidance as per directives from concerned authority	-	6	-	-
PC18.. report unusual findings to the concerned authority	-	5	-	-
PC19.. encourage patient to do as much as possible to promote independence in carrying out activities of daily living	-	-	-	-
NOS Total	100	102	40	35

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N5133
NOS Name	Assist patient in bathing, dressing up and grooming
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Non-Direct Care
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2019
Next Review Date	29/01/2026
NSQC Clearance Date	

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N5105.Assist the patient in maintaining normal elimination	30	50	10	10	100	25
HSS/N5136.Support patients with diverse needs in coping up with their health conditions	54	23	24	30	131	25
HSS/N5104.Support individuals to eat and drink	30	30	10	10	80	20
HSS/N9622.Follow sanitization and infection control guidelines	17	13	-	-	30	10
HSS/N5133.Assist patient in bathing, dressing up and grooming	100	102	40	35	277	20
Total	231	218	84	85	618	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
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.
Scope	Scope is a 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 quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<p>Organisational Context</p>	<p>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.</p>
<p>Technical Knowledge</p>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<p>Core Skills/ Generic Skills (GS)</p>	<p>Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.</p>
<p>Electives</p>	<p>Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.</p>
<p>Options</p>	<p>Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.</p>