



Geriatric Caregiver (Institutional & Home Care)

Options: Palliative Care/ Dementia Care

QP Code: HSS/Q6002

Version: 1.0

NSQF Level: 3

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HSS/Q6002: Geriatric Caregiver (Institutional & Home Care)

Brief Job Description

Individuals at this job need to provide care to elderly as a Geriatric Caregiver at various work settings such as Institutional & Home Care set up. These professionals act as a companion to Geriatrics and helps in maintaining daily living activities, rehabilitation, coping up with ill health condition, provide support to meet healthcare needs. These professionals may also undergo a specialized optional training related to care of geriatrics Dementia or Palliative Care

Personal Attributes

The job requires the candidate to be empathetic, mature, compassionate and patient centric. The person should show respect to the elderly 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/N6006: Provide geriatric care to meet diverse needs and assistance for daily living activities](#)
2. [HSS/N6007: Provide support in performing procedures as instructed in a care plan as per limits of competence and authority](#)
3. [HSS/N6008: Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise](#)
4. [HSS/N6009: Provide assistance during end-of-life care](#)
5. [HSS/N9622: Follow sanitization and infection control guidelines](#)

Options(Not mandatory):

Option 1: Palliative Care

Delivering care services to a geriatric using a palliative approach

1. [HSS/N6005: Provide support related to palliative care](#)

Option 2: Dementia Care

Assisting the geriatrics living with dementia with professional techniques in providing support in performing procedures as instructed in a care plan

1. [HSS/N6010: Provide support to people living with dementia](#)

Qualification Pack (QP) Parameters

Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	2022/HLT/HSSC/06064
Minimum Educational Qualification & Experience	10th Class + I.T.I with 2 Years of experience after Class 10th OR 12th Class with NA of experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

Medically fit preferred age is 35 years and above

HSS/N6006: Provide geriatric care to meet diverse needs and assistance for daily living activities

Description

This OS unit is about assisting the geriatrics with professional techniques in providing focused care while maintaining daily living activities with diverse needs.

Scope

The scope covers the following :

- Introducing oneself and basic hygiene measures
- Provide assistance while feeding, dressing up, and elimination needs
- Provide assistance during medication and vital assessment
- Support in nutritional and dietary requirements
- Provide assistance in moving and positioning individuals

Elements and Performance Criteria

Introducing oneself and basic hygiene measures

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

- PC1.** introduce oneself and provide all the relevant information necessary to begin working with patient and establish a rapport with them.
- PC2.** communicate in a manner that develops and maintains trust and respects cultural sensitivities and individual differences.
- PC3.** ensure patient's privacy using various means like screens, curtains, locking the door, etc. while assisting for any task.
- PC4.** promote handwashing for self and others before initiating any task
- PC5.** ensure hygiene and cleanliness in surroundings.
- PC6.** focus on safety first and ensure that the geriatric is comfortable.
- PC7.** use proper body mechanics and wear appropriate protective clothing while doing any task.

Provide assistance while feeding, dressing up, and elimination needs

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

- PC8.** make the geriatric comfortable and encourage eating as recommended
- PC9.** select appropriate clothing, food as per culture, gender, age, preferences of the patient, size, weather while dressing up the geriatric.
- PC10.** provide assistance for oral hygiene/mouth care, sponge bath/bed bath, care of hair lice, hair wash, back care, shaving, foot & nail care.
- PC11.** assist for using bed pan, urinal, uro-bag, diaper change or other elimination equipment as per instructions of health care team and health condition of geriatrics.
- PC12.** clean and disinfect the equipment after use
- PC13.** record changes and report unusual findings to health care team immediately
- PC14.** measure intake, output and record them

Provide assistance during medication and vital assessments

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

- PC15.** read and interpret medication order sheet for dispensing medications
- PC16.** follow 5R's of medication while dispensing medication
- PC17.** record and report frequency, time and dosage of medicine each time as per protocol
- PC18.** provide support during instillation of ointment/ instillation of eye/ear drops, administration of nasal drops as per standard procedure
- PC19.** maintain record and report of medication error as per the protocol
- PC20.** assist healthcare team for vital parameters assessment
- PC21.** record and document the findings of vital parameters assessment
- PC22.** inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values

Support in nutritional and dietary requirements

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

- PC23.** plan and prepare therapeutic meal for geriatrics as per health needs
- PC24.** use appropriate cutlery while feeding the patient, keeping in view the food temperature
- PC25.** ensure the food provided is according to the dietary prescription of the attending physician or dietician
- PC26.** assist the geriatric in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly
- PC27.** report the acceptability, tolerance, and consumption of meals by the client to the dietitian or relevant health professional
- PC28.** identify problems which may affect the client's ability to eat or drink to the dietitian and/or other relevant health professional, according to organisation policies and procedures
- PC29.** report the progress of client nutritional status to the dietitian, and/or other health professional according to organisational protocols and timeframes
- PC30.** report dietary and nutrition issues and needs to the dietitian or healthcare provider

Provide assistance in moving and positioning individuals

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

- PC31.** use the equipment for transferring correctly to avoid falls or injuries
- PC32.** understand geriatric's health condition and estimate if additional help is required
- PC33.** ensure safety of geriatrics at all time while moving

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.** residential aged care sector
- KU4.** home and community support sector
- KU5.** current best practice care service delivery models
- KU6.** relevant agencies and referral networks for care support services
- KU7.** understand about Elderly, Elderly Care a growing challenge

- KU8.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU9.** characteristics/traits/qualities of caregivers, roles & responsibilities of caregivers, scope/job opportunities, code of conduct
- KU10.** human anatomy and physiology
- KU11.** bed making procedures
- KU12.** common medical terminologies and abbreviations used
- KU13.** standard operating procedures related to personal hygiene such as oral hygiene/mouth care, sponge bath/bed bath, care of hair lice, hair wash, back care, shaving and foot & nail Care
- KU14.** standard operating procedures related to elimination and feeding need such as giving and removing bed pan, diaper change, use of urinal pot and feeding the elderly
- KU15.** standard operating procedures related to assistance in Medication such as administration of oral medicines, eye care & instillation of ointment, and instillation of eye, eye drops, administering nasal drops
- KU16.** how to measure vital parameters such as temperature, pulse, respiration, blood pressure, blood sugar
- KU17.** importance of transferring and associated information such as mobility challenges in elderly, basic law related to transportation, devices used in transportation, three man lift, lifting client from bed to wheelchair
- KU18.** fall prevention and ways to prevent it
- KU19.** importance of records and documentation
- KU20.** importance of balanced and healthy diet as prescribed by the physician/ dietician
- KU21.** symptoms like choking or uneasiness while feeding
- KU22.** how to differentiate between types of diet including solid, semi-solid and liquid
- KU23.** sources of nutrition, diet pyramid for elderly, principles for selection of diet
- KU24.** factor affecting appetite
- KU25.** common fluid and food restrictions
- KU26.** oral nutrition support products and enteral feeds
- KU27.** aspects of physical and mental condition, which might affect a client ability to eat and/or feed oneself including: arthritis, broken bones, confusion, pain, poor dentition, pressure sores, recovery from stroke, swallowing problems, range of menus and menu items
- KU28.** various cultural requirements in relation to food, relevant to the profile of the community served by the organisation

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 client comfort and willingness
- GS8.** communicate client's 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>Introducing oneself and basic hygiene measures</i>	23	22	10	15
PC1. introduce oneself and provide all the relevant information necessary to begin working with patient and establish a rapport with them.	-	-	-	-
PC2. communicate in a manner that develops and maintains trust and respects cultural sensitivities and individual differences.	-	-	-	-
PC3. ensure patient's privacy using various means like screens, curtains, locking the door, etc. while assisting for any task.	-	-	-	-
PC4. promote handwashing for self and others before initiating any task	-	-	-	-
PC5. ensure hygiene and cleanliness in surroundings.	-	-	-	-
PC6. focus on safety first and ensure that the geriatric is comfortable.	-	-	-	-
PC7. use proper body mechanics and wear appropriate protective clothing while doing any task.	-	-	-	-
<i>Provide assistance while feeding, dressing up, and elimination needs</i>	40	40	10	25
PC8. make the geriatric comfortable and encourage eating as recommended	-	-	-	-
PC9. select appropriate clothing, food as per culture, gender, age, preferences of the patient, size, weather while dressing up the geriatric.	-	-	-	-
PC10. provide assistance for oral hygiene/mouth care, sponge bath/bed bath, care of hair lice, hair wash, back care, shaving, foot & nail care.	-	-	-	-
PC11. assist for using bed pan, urinal, uro-bag, diaper change or other elimination equipment as per instructions of health care team and health condition of geriatrics.	-	-	-	-
PC12. clean and disinfect the equipment after use	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. record changes and report unusual findings to health care team immediately	-	-	-	-
PC14. measure intake, output and record them	-	-	-	-
<i>Provide assistance during medication and vital assessments</i>	40	30	10	21
PC15. read and interpret medication order sheet for dispensing medications	-	-	-	-
PC16. follow 5R's of medication while dispensing medication	-	-	-	-
PC17. record and report frequency, time and dosage of medicine each time as per protocol	-	-	-	-
PC18. provide support during instillation of ointment/ instillation of eye/ear drops, administration of nasal drops as per standard procedure	-	-	-	-
PC19. maintain record and report of medication error as per the protocol	-	-	-	-
PC20. assist healthcare team for vital parameters assessment	-	-	-	-
PC21. record and document the findings of vital parameters assessment	-	-	-	-
PC22. inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values	-	-	-	-
<i>Support in nutritional and dietary requirements</i>	40	40	10	25
PC23. plan and prepare therapeutic meal for geriatrics as per health needs	-	-	-	-
PC24. use appropriate cutlery while feeding the patient, keeping in view the food temperature	-	-	-	-
PC25. ensure the food provided is according to the dietary prescription of the attending physician or dietician	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. assist the geriatric in the event of symptoms of distress like coughing and regurgitation while feeding and drinking and report accordingly	-	-	-	-
PC27. report the acceptability, tolerance, and consumption of meals by the client to the dietitian or relevant health professional	-	-	-	-
PC28. identify problems which may affect the client's ability to eat or drink to the dietitian and/or other relevant health professional, according to organisation policies and procedures	-	-	-	-
PC29. report the progress of client nutritional status to the dietitian, and/or other health professional according to organisational protocols and timeframes	-	-	-	-
PC30. report dietary and nutrition issues and needs to the dietitian or healthcare provider	-	-	-	-
<i>Provide assistance in moving and positioning individuals</i>	40	30	10	20
PC31. use the equipment for transferring correctly to avoid falls or injuries	-	-	-	-
PC32. understand geriatric's health condition and estimate if additional help is required	-	-	-	-
PC33. ensure safety of geriatrics at all time while moving	-	-	-	-
NOS Total	183	162	50	106

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6006
NOS Name	Provide geriatric care to meet diverse needs and assistance for daily living activities
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	NA

HSS/N6007: Provide support in performing procedures as instructed in a care plan as per limits of competence and authority

Description

This OS unit is about assisting the geriatrics with professional techniques in providing support in performing procedures as instructed in a care plan in collaboration with a healthcare team

Scope

The scope covers the following :

- Assistance for special procedures as per care plan

Elements and Performance Criteria

- *Assistance for special procedures as per care plan*

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

- PC1.** introduce oneself to begin working and establish a rapport
- PC2.** communicate in a manner that develops and maintains trust and respects cultural sensitivities
- PC3.** ensure patient's privacy using various means
- PC4.** ensure effective infection control at all times
- PC5.** use proper body mechanics and wear appropriate protective clothing while doing any task
- PC6.** carry out delegated activities following the protocols and procedures in accordance with the individual's treatment plan such as application of hot or cold compression, ryle's tube feeding, enema, suppository, oxygen administration under the supervision of a healthcare professionals
- PC7.** follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure
- PC8.** assist healthcare team for vital parameters recording and reporting
- PC9.** inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values

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.** elderly, elderly care a growing challenge
- KU4.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU5.** hot and cold compression
- KU6.** oxygen administration
- KU7.** use of suppository
- KU8.** nebulization procedure

- KU9.** suctioning procedure
- KU10.** steam inhalation procedure
- KU11.** indications of wound dressing
- KU12.** importance of records and documentation

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 client's comfort and willingness
- GS8.** communicate client's 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
• Assistance for special procedures as per care plan	40	30	19	20
PC1. introduce oneself to begin working and establish a rapport	-	-	-	-
PC2. communicate in a manner that develops and maintains trust and respects cultural sensitivities	-	-	-	-
PC3. ensure patient's privacy using various means	-	-	-	-
PC4. ensure effective infection control at all times	-	-	-	-
PC5. use proper body mechanics and wear appropriate protective clothing while doing any task	-	-	-	-
PC6. carry out delegated activities following the protocols and procedures in accordance with the individual's treatment plan such as application of hot or cold compression, ryle's tube feeding, enema, suppository, oxygen administration under the supervision of a healthcare professionals	-	-	-	-
PC7. follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure	-	-	-	-
PC8. assist healthcare team for vital parameters recording and reporting	-	-	-	-
PC9. inform the authorities immediately and raise alarm in case of findings /readings deviation from normal values	-	-	-	-
NOS Total	40	30	19	20

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6007
NOS Name	Provide support in performing procedures as instructed in a care plan as per limits of competence and authority
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	NA

HSS/N6008: Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise

Description

This OS unit is about knowledge and skills required to establish companionship while promoting rehabilitation, practicing yoga and exercise with diverse needs along with to cope up with changes in health.

Scope

The scope covers the following :

- Communicate with geriatrics and their acquaintances effectively
- Help geriatrics to cope up with their health conditions
- Establishing companionship
- Promote usage of safety, comfort & assistive devices

Elements and Performance Criteria

Communicate with geriatric and their acquaintances effectively

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

- PC1.** introduce oneself to the geriatric and their acquaintances to make them feel comfortable
- PC2.** recognize and respect older people's social, cultural and spiritual differences
- PC3.** discuss one's roles and responsibilities and relevant information for care with the geriatric and their acquaintances
- PC4.** respect the rights of the geriatrics and their acquaintances
- PC5.** contact the service provider in case of any assistance required
- PC6.** monitor the mental, emotional and spiritual well-being of a geriatric and suggest accordingly

Help geriatrics to cope up with their health conditions

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

- PC7.** provide support for transition from Hospital to Home for post-operative rehabilitation
- PC8.** obtain relevant information from the geriatrics and their acquaintances about their health conditions
- PC9.** assist geriatrics to practice relevant yoga postures based on their mobility, health condition etc
- PC10.** promote relaxation techniques such meditation, exercise physiology among geriatrics
- PC11.** address the concerns with required actions for meeting health needs
- PC12.** escalate any concerns that cannot be resolved to appropriate authority
- PC13.** inform to all the concerned authorities about the health status
- PC14.** be a role model to geriatrics by practicing yoga and meditation to promote self-relaxation and make oneself stress free
- PC15.** adjust services to meet the specific needs of the elderly and provide services according to the elderly's preferences

Establishing companionship

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

- PC16.** research, identify and network with relevant services to explore community inclusion opportunities for the geriatric
- PC17.** assist in household activities such as housekeeping and laundry as in case needed
- PC18.** promote improved safety at home by identify and manage safety risks
- PC19.** make recommendations for simple home modifications for safety
- PC20.** establish companionship with elderly to help them against stress or anxiety
- PC21.** facilitate the empowerment and coordinate services of older people such as Shopping, Transportation for Appointments
- PC22.** meet personal support needs
- PC23.** support independence and wellbeing of geriatrics

Promote usage of safety, comfort & assistive devices

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

- PC24.** assist geriatrics for usage of protective devices (restraints, safety devices) as per prescription or order's
- PC25.** apply interventions with special focus and attention for care of geriatrics suffering with Alzheimer's disease, immobile/semi or un-conscious patients, dementia etc
- PC26.** promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to geriatric
- PC27.** safely keep the devices as per manufacturer's recommendation
- PC28.** escalate the concerns in case of any malfunction to the relevant authority

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
- KU4.** elderly, elderly care a growing challenge
- KU5.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU6.** human anatomy and physiology
- KU7.** types and usage of comfort, supportive and assistive devices
- KU8.** the concept of companionship and socialization, the importance of caring, kind and being compassionate
- KU9.** patience and empathetic behavior
- KU10.** mental health issues/concerns in elderly
- KU11.** relevant yoga postures, meditation techniques and exercise physiology relevant to geriatrics
- KU12.** how to preserve dignity through professional support while maintaining daily living activity
- KU13.** home safety management with respect to types and causes of accident faced by elderly including strategies for ensuring home safety for elderly
- KU14.** the nature, extent and boundaries of their work role

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 client's comfort and willingness
- GS8.** communicate client's 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 geriatric and their acquaintances effectively</i>	20	25	20	15
PC1. introduce oneself to the geriatric and their acquaintances to make them feel comfortable	-	-	-	-
PC2. recognize and respect older people's social, cultural and spiritual differences	-	-	-	-
PC3. discuss one's roles and responsibilities and relevant information for care with the geriatric and their acquaintances	-	-	-	-
PC4. respect the rights of the geriatrics and their acquaintances	-	-	-	-
PC5. contact the service provider in case of any assistance required	-	-	-	-
PC6. monitor the mental, emotional and spiritual well-being of a geriatric and suggest accordingly	-	-	-	-
<i>Help geriatrics to cope up with their health conditions</i>	20	10	10	15
PC7. provide support for transition from Hospital to Home for post-operative rehabilitation	-	-	-	-
PC8. obtain relevant information from the geriatrics and their acquaintances about their health conditions	-	-	-	-
PC9. assist geriatrics to practice relevant yoga postures based on their mobility, health condition etc	-	-	-	-
PC10. promote relaxation techniques such meditation, exercise physiology among geriatrics	-	-	-	-
PC11. address the concerns with required actions for meeting health needs	-	-	-	-
PC12. escalate any concerns that cannot be resolved to appropriate authority	-	-	-	-
PC13. inform to all the concerned authorities about the health status	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. be a role model to geriatrics by practicing yoga and meditation to promote self-relaxation and make oneself stress free	-	-	-	-
PC15. adjust services to meet the specific needs of the elderly and provide services according to the elderly's preferences	-	-	-	-
<i>Establishing companionship</i>	20	10	10	15
PC16. research, identify and network with relevant services to explore community inclusion opportunities for the geriatric	-	-	-	-
PC17. assist in household activities such as housekeeping and laundry as in case needed	-	-	-	-
PC18. promote improved safety at home by identify and manage safety risks	-	-	-	-
PC19. make recommendations for simple home modifications for safety	-	-	-	-
PC20. establish companionship with elderly to help them against stress or anxiety	-	-	-	-
PC21. facilitate the empowerment and coordinate services of older people such as Shopping, Transportation for Appointments	-	-	-	-
PC22. meet personal support needs	-	-	-	-
PC23. support independence and wellbeing of geriatrics	-	-	-	-
<i>Promote usage of safety, comfort & assistive devices</i>	25	25	20	15
PC24. assist geriatrics for usage of protective devices (restraints, safety devices) as per prescription or order's	-	-	-	-
PC25. apply interventions with special focus and attention for care of geriatrics suffering with Alzheimer's disease, immobile/semi or unconscious patients, dementia etc	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. promote safety of devices while being in usage and ensure the devices are working condition and ready to use before handing to geriatric	-	-	-	-
PC27. safely keep the devices as per manufacturer's recommendation	-	-	-	-
PC28. escalate the concerns in case of any malfunction to the relevant authority	-	-	-	-
NOS Total	85	70	60	60

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6008
NOS Name	Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	NA

HSS/N6009: Provide assistance during end-of-life care

Description

This OS unit is about obtaining skills and knowledge required by a professional for help during end-of-life care

Scope

The scope covers the following :

- Assistance during end-of-life care

Elements and Performance Criteria

Assistance during end-of-life care

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

- PC1.** attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene
- PC2.** attend to emotional and social support
- PC3.** feed in conjunction with families coaxing terminally ill patients to eat
- PC4.** ensure the environment provides for the maximum possible privacy and dignity for the deceased and key person(s) present throughout the procedure
- PC5.** place the body in the bag as per process and instructions, post completing any necessary documentation by nurse/physician
- PC6.** remove jewelry and any personal items, unless requested or advised otherwise
- PC7.** ensure that appropriate records are made of any personal items left on the body or otherwise

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
- KU4.** elderly, elderly care a growing challenge
- KU5.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU6.** human body system
- KU7.** sign and symptoms of dying aged
- KU8.** issues related to withholding or providing nutrition and hydration as death approaches
- KU9.** needs of dying person that will influence the goals of care
- KU10.** manage last offices including preparing and packing body

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 client's comfort and willingness
- GS8.** communicate client's 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>Assistance during end-of-life care</i>	25	25	20	15
PC1. attend to hygiene needs, paying particular attention to hair, nail care and oral hygiene	-	-	-	-
PC2. attend to emotional and social support	-	-	-	-
PC3. feed in conjunction with families coaxing terminally ill patients to eat	-	-	-	-
PC4. ensure the environment provides for the maximum possible privacy and dignity for the deceased and key person(s) present throughout the procedure	-	-	-	-
PC5. place the body in the bag as per process and instructions, post completing any necessary documentation by nurse/physician	-	-	-	-
PC6. remove jewelry and any personal items, unless requested or advised otherwise	-	-	-	-
PC7. ensure that appropriate records are made of any personal items left on the body or otherwise	-	-	-	-
NOS Total	25	25	20	15

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6009
NOS Name	Provide assistance during end-of-life care
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	NA

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	28/04/2022
Next Review Date	28/04/2025
NSQC Clearance Date	28/04/2022

HSS/N6005: Provide support related to palliative care

Description

This OS unit is about skills and knowledge required for delivering care services to a geriatric using a palliative approach

Scope

The scope covers the following :

- Assistance for special procedures as per care plan

Elements and Performance Criteria

- *Assistance for special procedures as per care plan*

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

- PC1.** communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner
- PC2.** apply risk identification and minimization strategies related to palliative care
- PC3.** ensure privacy while assisting for any task
- PC4.** assist healthcare team for implementation of appropriate therapies for pain and distress alleviation, rehabilitation and palliation
- PC5.** provide care related to Activities of Daily Living for a bedridden patient
- PC6.** follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure
- PC7.** contribute to effective working relationships
- PC8.** monitor own stress level in relation to working with people with dementia
- PC9.** use appropriate self-care strategies and seek support if required
- PC10.** participate in inter-disciplinary team working to support individuals
- PC11.** ensure personal fitness for work and seek assistance as required
- PC12.** report incidents according to organisation policies and procedures

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.** ageing and Ageing process, Changes in Elderly, Rights of Elderly (Constitutional Rights)
- KU3.** characteristics/traits/qualities of caregivers, Roles & responsibilities of caregivers, Scope/Job opportunities, Code of conduct
- KU4.** communication the art and soul of palliative care
- KU5.** palliative care and disease associated
- KU6.** models of palliative care provision
- KU7.** multidisciplinary team approach

- KU8.** standard operating procedure for caring during palliative care
- KU9.** bereavement support
- KU10.** working with diversity through inclusivity
- KU11.** spiritual, existential dimensions of palliative care
- KU12.** attending to suffering
- KU13.** death, loss, and grief
- KU14.** healthcare ethics
- KU15.** self-care and resilience

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 patient's 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
• Assistance for special procedures as per care plan	10	20	10	10
PC1. communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner	-	-	-	-
PC2. apply risk identification and minimization strategies related to palliative care	-	-	-	-
PC3. ensure privacy while assisting for any task	-	-	-	-
PC4. assist healthcare team for implementation of appropriate therapies for pain and distress alleviation, rehabilitation and palliation	-	-	-	-
PC5. provide care related to Activities of Daily Living for a bedridden patient	-	-	-	-
PC6. follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure	-	-	-	-
PC7. contribute to effective working relationships	-	-	-	-
PC8. monitor own stress level in relation to working with people with dementia	-	-	-	-
PC9. use appropriate self-care strategies and seek support if required	-	-	-	-
PC10. participate in inter-disciplinary team working to support individuals	-	-	-	-
PC11. ensure personal fitness for work and seek assistance as required	-	-	-	-
PC12. report incidents according to organisation policies and procedures	-	-	-	-
NOS Total	10	20	10	10

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6005
NOS Name	Provide support related to palliative care
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	NA

HSS/N6010: Provide support to people living with dementia

Description

This OS unit is about assisting the geriatrics living with dementia with professional techniques in providing support in performing procedures as instructed in a care plan

Scope

The scope covers the following :

- Assistance for special procedures as per care plan

Elements and Performance Criteria

Assistance for special procedures as per care plan

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

- PC1.** communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner
- PC2.** apply risk identification and minimization strategies to dementia care and services
- PC3.** ensure privacy while assisting for any task
- PC4.** follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure
- PC5.** contribute to effective working relationships
- PC6.** monitor own stress level in relation to working with people with dementia
- PC7.** use appropriate self-care strategies and seek support if required
- PC8.** participate in inter-disciplinary team working to support individuals
- PC9.** ensure personal fitness for work and seek assistance as required
- PC10.** report incidents according to organisation policies and procedures

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
- KU4.** understand about elderly, elderly care a growing challenge
- KU5.** ageing and ageing process, changes in elderly, rights of elderly (Constitutional Rights)
- KU6.** characteristics/traits/qualities of caregivers, roles & responsibilities of caregivers, scope/job opportunities, code of conduct
- KU7.** human body system
- KU8.** dementia and associated symptoms
- KU9.** support required to care for dementia affected individuals

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 patient's 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>Assistance for special procedures as per care plan</i>	10	20	10	10
PC1. communicate to patient in a respectful, non-threatening, non-judgmental and empathetic manner	-	-	-	-
PC2. apply risk identification and minimization strategies to dementia care and services	-	-	-	-
PC3. ensure privacy while assisting for any task	-	-	-	-
PC4. follow scope of roles, responsibilities and limits of competence and authority while assisting for special procedure	-	-	-	-
PC5. contribute to effective working relationships	-	-	-	-
PC6. monitor own stress level in relation to working with people with dementia	-	-	-	-
PC7. use appropriate self-care strategies and seek support if required	-	-	-	-
PC8. participate in inter-disciplinary team working to support individuals	-	-	-	-
PC9. ensure personal fitness for work and seek assistance as required	-	-	-	-
PC10. report incidents according to organisation policies and procedures	-	-	-	-
NOS Total	10	20	10	10

National Occupational Standards (NOS) Parameters

NOS Code	HSS/N6010
NOS Name	Provide support to people living with dementia
Sector	Healthcare
Sub-Sector	Allied Health & Paramedics
Occupation	Special Care Services
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	NA

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) (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 criteriabelow).
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.
6. In case of unsuccessful completion, the trainee may seek reassessment on 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/N6006.Provide geriatric care to meet diverse needs and assistance for daily living activities	183	162	50	106	501	20
HSS/N6007.Provide support in performing procedures as instructed in a care plan as per limits of competence and authority	40	30	19	20	109	20
HSS/N6008.Support geriatrics as a companion while promoting Rehabilitation, Yoga, Exercise	85	70	60	60	275	20
HSS/N6009.Provide assistance during end-of-life care	25	25	20	15	85	20
HSS/N9622.Follow sanitization and infection control guidelines	17	13	-	-	30	20
Total	350	300	149	201	1000	100

Optional: 1 Palliative Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6005.Provide support related to palliative care	10	20	10	10	50	10

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	10	20	10	10	50	10

Optional: 2 Dementia Care

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
HSS/N6010.Provide support to people living with dementia	10	20	10	10	50	10
Total	10	20	10	10	50	10

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>