

Unit of learning outcomes

Qualification: Family assistant (care/support worker)

EQF-level: 3

ECVET-points: to be defined

Relevant sources: DDG n. 15243 “Regional regulations for family assistance training”

Stakeholders: Regione Lombardia, Provincia di Brescia, ASL (local health authority) and social service

Key activities and professional competence	ECVET - points
Key activity 1: household support	
To assist the service user in preparing meals	
To support the service user with the housework	
Key activity 2: support with hygiene and health care	
To assist in personal hygiene and care	
To support with washing and sanitizing the service users' laundry	
Key activity 3: support psycho-physical wellbeing of the person	
To help with getting dressed and taking care of the person's clothes	
To monitor the correct assumption of the prescribed medicines	
To detect needs and psycho-physical conditions	
Key activity 4: support and care of non-self-sufficient service users	
To support with the person's motion	
To assist the service user with bathing, washing and toilet;	
Key activity 5: favour social relations with the service users and their context	
To support social integration	
To cooperate with the objective of building new relations	
To communicate with the service user and their families	
To communicate with the staff in charge of medical care	
Key activity 6: interact with other services in the territory	
To cooperate in order to create a network with the services operating in the territory	
To position oneself within the organizational, social and institutional framework of reference	
Key activity 7: Assist the person with a specific degenerative disease (Alzheimer, dementia and ALS)	
To assist the service user affected by Alzheimer and dementia in all disease stages	
To assist the service user affected by ALS in all the disease stages	

Key activity 1 Household support Qualification: Family assistant		ECVET- Points To be defined EQF – Level 3
Professional competence To assist the service user in preparing meals Assessment instruments: written tasks, assessment product, practical exercises		
Skills <ul style="list-style-type: none"> - To apply food preparation and preservation techniques, respecting health and nutrition habits of the service user; - To apply household safety procedures; - *To apply food supply techniques; 	Knowledge <ul style="list-style-type: none"> - Housekeeping principles (quality/price ratio); - Knowledge of the products and their characteristics; - Basics of diet and food preparation; - Recipes and main menus; - Food preparation techniques; - Prevention and safety basics (HACCP, etc.); 	
Professional competence To support the service user with the housework Assessment instruments: written tasks, assessment product, practical exercises		
Skills <ul style="list-style-type: none"> - To apply house cleaning techniques; - To arrange rooms in a functional way respecting the service user's habits; - To apply household safety procedures; - *To apply correct procedures of waste recycling and energy saving; 	Knowledge <ul style="list-style-type: none"> - Basics of environmental hygiene; - Products, tools and techniques for cleaning and sanitisation; - Domestic prevention and safety procedures; 	
Personal competence Organize one's own job autonomously, respecting the service user's capacities, needs and daily necessities.		

Key activity 2 <i>hygiene and health care</i> Qualification: Family assistant		ECVET- Points To be defined EQF – Level 3
Professional competence To assist in personal hygiene and care Assessment instruments: written tasks, assessment product, practical exercises		
Skills <ul style="list-style-type: none"> - To apply personal hygiene techniques; - To apply personal sanitisation techniques; - To apply personal hygiene techniques appropriate for the service user; 	Knowledge <ul style="list-style-type: none"> - Basics of personal hygiene; - Tools and techniques for service users' cleaning; - Knowledge of personal hygiene products; 	
Professional competence Support with washing and sanitizing the service users' laundry Assessment instruments: written tasks, assessment product, practical exercises		

Skills - To apply sanitisation techniques of the service users' laundry; - To arrange and clean the service user's wardrobe; -*To use domestic appliances (washing machine, ironer, etc.); - To apply safe and appropriate sanitisation methods ;	Knowledge - Basics of hygiene; - Knowledge of cleaning products and their characteristics; - Knowledge of the tools in use; -*Division of the laundry into the different kinds of fabric to select appropriate washing programs;
Personal competences Organize one's own job autonomously, respecting the service user's capabilities, needs and daily necessities.	

Key activity 3 To support psycho-physical wellbeing of the person Qualification: Family assistant	ECVET- Points To be defined EQF – Level 3
Professional competence To help with getting dressed and taking care of the person's clothes Assessment instruments: written tasks, assessment product, practical exercises	
Skills - To apply techniques to support with getting dressed and clothing care; - To apply washing methods aimed at taking good care of the person's laundry;	Knowledge - Personal hygiene; - Psycho-physical characteristics of people with different levels of self-sufficiency; - Correct posture-movement techniques
Professional competence To monitor the correct assumption of the prescribed medicines Assessment instruments: written tasks, assessment product, practical exercises	
Skills - To apply procedure to support with the correct - assumption of the prescribed medicines; - *To check and monitor drugs expiration dates, usage, etc. - *To put drugs in the correct place; - *To handle drugs with due care and attention; -* To check the correct assumption of medicines;	Knowledge - Knowledge of drugs and their effects; - *Knowledge of the correct time in which drugs must be assumed; -* Understanding of medical prescriptions;
Personal competences Actively listen to the service user; Preserve service users' dignity and support residual capabilities, avoiding any judgements of the person and their value. Act with discretion and in safety, promoting physical and psychological dignity.	

Key activity 4	ECVET- Points
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To support and care of non-self-sufficient service users		To be defined
Qualification: Family assistant		EQF – Level 3
Professional competence To support with the person's motion activities Assessment instruments: written tasks, assessment product, practical exercises		
Skills - To apply techniques related to correct postures and mechanically assisted movement; - To help the service users in their movements; - To apply appropriate prevention measures in order to monitor movements and preventing from falling; - To use tools and check they are fully functional (wheelchairs, orthopaedics devices); - To apply first aid techniques while waiting for professional medical intervention;	Knowledge - Basics first aid; - Orthopaedics devices to provide easier movement capability; - Psycho-physical characteristics of people with different level of self-sufficiency; - Tools and techniques to help the service users to move from their bed to the wheelchairs and awareness of the risk connected to an incorrect practice of these techniques; - Mechanically assisted movement techniques; - Management and stimulation of residual capabilities.	
Professional competence to assist the non self-sufficient service user with bathing, washing and toilet Assessment instruments: written tasks, assessment product, practical exercises		
Skills - personal hygiene support techniques; - To apply techniques to assist the service user with bathing, washing and toilet; - To apply techniques to help the service user dressing up and look after the service users' clothing; - To apply techniques to support with meals assumption;	Knowledge - Basics of personal hygiene; - * Usage and disposal of adequate equipment; - * Rules and regulation related to location of equipment and rooms arranging appropriate for non self-sufficient users;	
Personal competences Actively listen to the service user; Preserve service users' dignity and support residual capabilities, avoiding any judgements of the person and their value. Act with discretion and in safety, promoting physical and psychological dignity.		

Key activity 5 favour social relations with the service users and their context		ECVET- Points To be defined
Qualification: Family assistant		EQF – Level 3
Professional competence To support social integration Assessment instruments: written tasks, assessment product, practical exercises		
Skills	Knowledge	

<ul style="list-style-type: none"> - to operate with discretion, respect of rights and needs of people in a fragile situation; - to use different ways of communication; - to apply techniques to support social integration; - *to use techniques of caregiver/service user help-relationship 	<ul style="list-style-type: none"> - Ethic aspects of assistance; - Communication and relation techniques (verbal and non verbal); - Elements of psychology; - Basics of healthcare organization;
<p>Professional competence To cooperate in building/maintaining relationships Assessment instruments: written tasks, assessment product, practical exercises</p>	
<p>Skills</p> <ul style="list-style-type: none"> - To operate with discretion, respect of rights and needs of people in a fragile situation; - To manage one's own emotions; - To manage stress; - To put in practice strategies in order to favour new relationships and contacts; - To use different ways of communication; - To understand service users' requests; 	<p>Knowledge</p> <ul style="list-style-type: none"> - Strategies of caregiver/service user help-relationship; - Elements of psychology; - Basics of healthcare organization; - Ethic aspects of assistance; - Communication and relation techniques (verbal and non verbal)
<p>Professional competence To communicate with the service user and their families Assessment instruments: written tasks, assessment product, practical exercises</p>	
<p>Skills</p> <ul style="list-style-type: none"> - To operate with discretion, respect of rights and needs of people in a fragile situation; - To manage one's own emotions; - To manage stress; - To manage the relationship with the service users' families; - To use different ways of communication; - To understand service users and their families' requests; - *To mediate to correctly deal with the needs of the different interlocutors, in order to foster the relationships and achieve the assistance objectives 	<p>Knowledge</p> <ul style="list-style-type: none"> - Strategies of caregiver/service user help-relationship; - Elements of psychology; - Basics of healthcare organization; - Ethic aspects of assistance; - Communication and relation techniques (verbal and non verbal)
<p>Professional competence To communicate with the staff in charge of medical care Assessment instruments: written tasks, assessment product, practical exercises</p>	
<p>Skills</p> <ul style="list-style-type: none"> - To operate with discretion, respect of rights and needs of people in a fragile situation; - To report correctly to the healthcare professional in case of emergency; - To manage stress; - To use different ways of communication; - To manage one's own emotions; - *To mediate to correctly deal with the needs of the different interlocutors, in order to foster the relationships and achieve the assistance objectives 	<p>Knowledge</p> <ul style="list-style-type: none"> - Strategies of caregiver/service user help-relationship; - Elements of psychology; - Basics of healthcare organization; - Ethic aspects of assistance; - Communication and relation techniques (verbal and non verbal)

Key activity 6 Interact with other services in the territory Qualification: Family assistant		ECVET- Points To be defined EQF – Level 3
Professional competence To cooperate in order to create a network with the services operating in the territory Assessment instruments: written tasks, assessment product, practical exercises		
Skills - to interact with territorial services (family doctor, local authority offices, post offices, emergency services...); - to interact with the social service, volunteering associations and representatives of the service sector;	Knowledge - The main social and health services in the territory and the procedures to access them; - The main bureaucratic procedures of social-health sector; - *Know how the network of social service works - *Distinguish among the various services belonging to a particular sector	
Professional competence To position oneself within the organizational, social and institutional framework of reference Assessment instruments: written tasks, assessment product, practical exercises		
Skills - To do the shopping and run errands; - To apply one's own rights and duties on the job; - To organize one's own job	Knowledge - Workers rights and duties; - The responsibilities of the assistance job; - The main social and health services in the territory and the procedures to access them; - *The main administrative, social and health procedures; - *Basics of the regulations related to privacy and ethic, moral and civil behaviour;	
Personal competences Social intelligence, with a behaviour appropriate to the interaction with different roles, and aiming at the physical and psychological wellbeing of the service users.		

Key activity 7 Assist the person with a specific degenerative disease (Alzheimer, dementia and ALS) Qualification: Family assistant		ECVET- Points To be defined EQF – Level 3
Professional competence To assist the service user affected by Alzheimer and dementia in all disease stages Assessment instruments: written tasks, assessment product, practical exercises		
Skills - To detect signs and symptoms of the diseases in the different stages; - To detect needs and physical, psychological, care and cure issues;	Knowledge - Basics of the disease and its evolution; - Elements of ethics and the regulations related to working with Alzheimer patients; - Specific techniques of the Alzheimer disease and	

<ul style="list-style-type: none"> - To apply correct daily routine management procedures; - To apply techniques to support with nutrition and hydration; - To apply simple techniques of cognitive stimulation; - To apply techniques to deal with critical behaviour problems; - To apply techniques to improve functionality and safety of the home context; - To apply communication techniques appropriate to elderly affected by Alzheimer and dementia. 	<p>elements of:</p> <ul style="list-style-type: none"> a. Personal hygiene; b. Nutrition education; c. Diet and diet therapy; d. Safety; e. Residual capabilities; f. Communication; g. Socio-educational assistance;
<p>Professional competence To assist the service user affected by ALS (Amyotrophic lateral sclerosis) in all the disease stages Assessment instruments: written tasks, assessment product, practical exercises</p>	
<p>Skills</p> <ul style="list-style-type: none"> - To apply personal hygiene techniques; - To apply techniques related to correct postures and mechanically assisted movement; - To apply techniques to help in meals assumption; - To watch over the patient; - To evaluate useful and necessary aid tools; - To assist the service user with bathing, washing and toilet; - To use technological tools for home assistance and control of the domestic environment; - To deal with possible emergencies waiting for professional medical intervention; - To act within the responsibilities of the family assistance; - To apply techniques of communication assistance; 	<p>Knowledge</p> <ul style="list-style-type: none"> - Basics of the disease and its evolution; - Elements of ethics and the regulations related to working with ALS patients; - To check temperature, pressure, oximetry; - To apply techniques related to correct postures and mechanically assisted movement on the wheelchair; - Prevention and treatment of skin lesions; - Use of aids; - Personal hygiene; - Normative framework related to the responsibilities of the workers employed in ordinary and health assistance; - Techniques to communicate with service users affected by ALS;
<p>Personal competences Actively listen to the service user; Preserve service users' dignity and support residual capabilities, avoiding any judgements of the person and their value; Ability of understanding possible abnormal behaviours of the service user, being able to relate them to the disease and avoiding personal involvement; Awareness of the risk level of any different activities; Report to the appropriate interlocutor being aware of one's own level of autonomy.</p>	