

Title	Support a consumer who is terminally ill		
Level	4	Credits	3

Purpose	<p>People credited with this unit standard are able to: provide comfort and personal care for a consumer who is terminally ill; actively support a consumer who is terminally ill and his or her family/whānau; explain the rights of a deceased consumer's family/whānau within cultural and legal requirements; and recognise and provide holistic support for terminally ill consumers.</p>
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Guidance Information

- 1 Legislation and codes relevant to this unit standard include:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 - Health and Disability Services (Safety) Act 2001;
 - Health and Safety in Employment Act 1992;
 - Human Rights Act 1993;
 - Privacy Act 1993.
- 2 New Zealand Standards relevant to this unit standard include:
 - NZS 8134.0:2008 Health and disability services Standards – Health and disability services (general) Standard;
 - NZS 8134.1:2008 Health and disability services Standards – Health and disability services (core) Standards;
 - NZS 8158:2003 Home and Community Support Sector Standard; available at <http://www.standards.co.nz/>.
- 3 This unit standard cannot be assessed against in a simulated environment. For assessment, candidates must demonstrate competence in the workplace through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.
- 4 Candidates must work under the supervision of a senior staff member experienced in the care of people who are terminally ill. It is not intended that the candidate take over the legal responsibilities of the registered nurse or residential care facility supervisor. The candidate is not expected to be a specialist in palliative care or aged care.

5 Definitions

- *Consumer* refers to a person accessing services in a health or disability setting in either a residential care facility or in a private home – the person's own or a friend's, group's, or family member's.
- *Organisation's policies and procedures* are the policies and procedures of the employing organisation of the candidate and include ethical codes, standards, and other organisational requirements.
- *Service plan* is a generic term that covers the individual or group plans (which may also be referred to by other names) that are developed by service providers for people receiving support (and may include their family/whānau as appropriate).
- Significant others within a residential care facility refers to residents, family/whānau, and staff.
- Significant others within a private home refers to family/whānau and other health professionals.

Outcomes and performance criteria

Outcome 1

Provide comfort and personal care for a consumer who is terminally ill.

Performance criteria

- 1.1 Special needs of a consumer who is terminally ill are explained in terms of the consumer, the consumer's family/whānau, friends, and significant others.

Range special needs – physical, emotional, cultural, spiritual, environmental, financial, social.

- 1.2 Care-giving practices are maintained to provide dignity and respect for the consumer who is terminally ill, and are in accordance with the consumer's service plan and the organisation's policies and procedures.

Range pain management, symptom management, hygiene, hydration, body position, touch, nausea, vomiting, anxiety, anguish, restlessness.

Outcome 2

Actively support a consumer who is terminally ill and his or her family/whānau.

Performance criteria

- 2.1 Respect for preferences in terms of religious, cultural, and spiritual beliefs and practices are discussed and implemented in accordance with the wishes of a consumer who is terminally ill and his or her family/whānau.

- 2.2 An environment that promotes comfort for a consumer who is terminally ill and his or her family/whānau is maintained in accordance with the organisation's policies and procedures.

Outcome 3

Explain the rights of a deceased consumer's family/whānau within cultural and legal requirements.

Performance criteria

- 3.1 The immediate care requirements and method of removing the body of a deceased consumer are described in terms of respecting the wishes of the consumer (where known) and the consumer's family/whānau, and in accordance with legal requirements.
- 3.2 Methods of dealing with a deceased consumer's property are described in accordance with legal requirements and the organisation's policies and procedures.

Outcome 4

Recognise and provide holistic support for terminally ill consumers.

Range either residential care facility, or a private home;
significant others within a residential care facility – residents, family/whānau, staff;
significant others within a private family home – family/whānau, other health professionals.

Performance criteria

- 4.1 The grieving process is explained in terms of how it may be experienced by terminally ill consumers and their significant others within different care settings.
- 4.2 The consumer's personal needs, in terms of support networks, are determined, and those networks are fostered in accordance with the consumer's wishes and the organisation's policies and procedures.
- 4.3 The consumer's needs for support are monitored and reported in accordance with the consumer's wishes and the organisation's policies and procedures.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 September 1995	31 December 2023
Revision	2	28 August 1996	31 December 2023
Review	3	19 October 1999	31 December 2023
Rollover and Revision	4	20 May 2008	31 December 2023
Revision	5	21 January 2011	31 December 2023
Review	6	24 June 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference

0024

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.