

Scope and Purpose

As a provider of High Intensity Daily Activities, Access4u recognises that it is obligated under the NDIS Practice Standards to meet all of the requirements laid out in the NDIS High Intensity Skills Descriptors.

Access4u will ensure that all workers are aware of, and possess, the skills and knowledge that they should have when delivering complex supports, safely, to NDIS participants.

The high intensity daily activities represent some of the highest risks for participants, workers and others. Access4u will ensure extra care is taken to source the relevant skills that are required to provide a high level of support. These requirements are essential to ensure that participants are being provided supports in a safe environment.

Responsibilities and delegations

This policy applies to	Access4u employees and management
Specific responsibilities	Managers, HALO, and Disability Service Coordinator (Complex)
Policy approval	CEO

Policy context – this policy relates to:

Standards	NDIS Quality and Safeguarding Framework - Practice Standards - Skill Descriptors
Legislation	Consent to Medical Treatment and Palliative Care Act 1995 Health Care Act 2008 Health Practitioner Regulation National Law (South Australia) Act 2010 Health Practitioner Regulation National Law (South Australia) Regulations 2010 Mental Health Act 2009
Contractual obligations	NDIS Quality and Safeguarding Framework
Organisation policies	Consent and Customer Involvement Policies and Procedures Infection Control and hygiene Individual Emergency Management Plan Staff training Records qualifications and skill assessments Risk Management policies Medication Management policies and procedures High Intensity Support procedures Mealtime management policy Nutrition, Meals and Hydration Policy
Forms, record keeping, other documents	Complex Bowel Care procedure Enteral Feeding Management Procedure Severe Dysphagia Management Procedure Urinary Catheter Management Procedure Subcutaneous Injections Procedure Pressure and Wound Management Procedure High Intensity Supports - Complex Bowel Care My Care Plan

	A4u Information document - Oral eating and drinking and managing dysphagia ACIA Guidelines
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Definitions

- **Support Worker:** a paid person who assists people to perform tasks of daily living so as to participate in social, family and community activities in the person's home or community.
- **Customer** means the service user, participant, user, care recipient, consumer or person receiving the nursing or support services.
- **Plan** means a service plan, Support Plan or Individual Plan is a document developed in response to a request for service. It is developed by a registered nurse or a person deemed competent by the provider.
- **Registered Nurse** means a person who has completed the prescribed educational requirements and is registered and licensed with AHPRA as a registered nurse.
- **Enteral Feeding** means a method of supplying nutrients directly into the gastrointestinal tract.
- **Medication** means any substance which is supplied by a pharmacist or doctor or dispensed by a pharmacist on the prescription of a doctor, or supplied directly by the doctor, and has a label attached to it. The term also includes any over the counter medication or natural therapies.
- **Procedural fairness:** a set of principles that support fair and unbiased resolution of disputes that include a commitment to: treating all parties equally; providing all parties with the opportunity to contribute their point of view; impartial decision making based on consideration of relevant information; adequate notice of hearings and the right to a witness; prompt action; and clear communication about the decision and the reasons for that decision.

Context

This policy sets out the processes Access4u will follow to ensure that workers have the required knowledge to deliver the particular high intensity daily activities supports that they provide.

For all high intensity care needs Access4u will ensure:

- The customer has been involved in the assessment and development of their specific care plan;
- The appropriate health care practitioner is involved in the development of the customer's care plan;
- The care plan for each customer is regularly reviewed by a health practitioner who is appropriately qualified to oversee the particular high intensity support being provided;
- Records are kept of regular health check-ups and the details and qualifications of the practitioner/s who have conducted the review;
- A risk management framework and incident management framework are implemented for each high intensity support delivered, that address the types of risks, incidents and emergencies that the customer may face;
- Actions are taken to prevent, mitigate and address those risks;
- Support workers have the necessary skills and knowledge to support customers who rely on high intensity daily personal activities;
- Access is provided to a training program and plan for support workers who provide high intensity daily supports;

- Records are kept of worker training and training documentation;
- Worker training is provided by an appropriately qualified health practitioner or person who meets the relevant skills descriptors for the high intensity supports; and
- Processes are implemented for checking of qualifications of any person engaged for the purpose of worker training.

Complex bowel care

Refer to Access4u's '*High Intensity Supports – Complex Bowel Care Procedure*' for detailed information.

Context:

Access4u will ensure that:

- All participants receive an individualised complex bowel care plan which is tailored to their needs; and
- Workers understand the deeply personal nature associated with the provision of complex bowel care.

Procedures:

Each bowel care plan has been developed and overseen by a health practitioner and includes:

- Information on normal stool appearance for the individual;
- Guidance on identifying symptoms that require action;
- Guidance on the amount of time to be given before intervention; and
- The appropriate actions.

Workers supporting participants who are at risk of severe constipation or faecal incontinence and require a support plan to manage the risk will implement the following procedures, with timely supervision, support, equipment and consumables from Access4u:

- Following personal hygiene and infection control measures;
- Observing and recording changes in bowel habits;
- How to administer laxatives, enemas or suppositories according to the appropriate procedure;
- Basic understanding of the digestive system, stool characteristics and related conditions; and
- Identifying when to seek health practitioner's advice.

Worker training:

Workers have received training in preparing to deliver support and implementing the support plan, as detailed in Access4u's Complex Bowel Care Procedure.

Enteral feeding and management

Context:

Access4u will ensure that:

- An individualised mealtime preparation and delivery plan is developed and reviewed, where necessary;

- The plan is overseen by relevant health practitioners who can explain/demonstrate requirements; and
- The need and consent for enteral feeding is confirmed.

Procedures:

Support workers will implement the following procedures, with support from Access4u:

- Introduce food via tube;
- Monitor the rate and flow of feeding;
- Keep the stoma area clean and monitor and report infections;
- Check the position of the tube;
- Recognise and respond to symptoms that could require health intervention; and
- When to review the mealtime plan.

Worker training:

All workers deployed to support enteral feeding have received training in preparing to deliver support and implementing the support plan, as detailed in Access4u's Enteral feeding and management procedure.

Severe dysphagia management

Context:

Access4u will ensure that:

- It recognises complexity in the management of individuals with severe dysphagia;
- It obtains input from a speech pathologist and other appropriate health practitioners; and
- Support workers are prepared for and able to provide support for the person's safe and enjoyable meals.

Procedures:

Support workers will implement the following procedures, with support from Access4u:

- Identify participants who need management for severe dysphagia;
- Refer participants with severe dysphagia for assessment by a speech pathologist and other appropriately qualified health practitioners;
- Identify and act when a participant's eating and drinking needs change or swallowing difficulties are observed;
- Read, interpret, understand and implement an individual's prescribed mealtime management plan;
- Support and implement the person's recommended regular oral hygiene practices;
- Prepare and provide food and fluid of the correct texture as recommended in the mealtime plan;
- Communicate with the participant about their mealtimes and food preferences;
- Follow recommended procedures for food and fluid preparation techniques, mealtime positioning and the use of mealtime equipment;

- Support the participant's independence, participation and enjoyment of the meal; and
- Monitor the person during and after eating, drinking, or having a tube feed.

Worker training:

All workers deployed to support severe dysphagia management have received training in preparing to deliver support and implementing the support plan, as detailed in Access4u's Severe dysphagia management procedure.

Urinary catheters

Context:

Access4u will ensure that a support plan for urinary catheter management is developed and overseen by a relevant health practitioner.

Procedures:

Support workers and or qualified health professionals will implement the following procedures, with support from Access4u:

- Dispose of and replace catheter bags;
- Maintain charts/records;
- Monitor catheter position;
- Monitor skin condition around catheter;
- Recognise and respond to blockages, dislodged catheters or deteriorating health or infection; and
- High intensity role: For intermittent catheters, insert catheter, drain bladder and remove and dispose of bag.

Worker training:

All workers deployed to support urinary catheter management have received training in preparing to deliver support and implementing the support plan, as detailed in Access4u's Urinary catheter management procedure.

Subcutaneous injection

Context:

Access4u will ensure that:

- Workers can access relevant policies and procedures, supervision, support, equipment and consumables; and Each worker will have the participant's details and their need for the injection confirmed.

Procedures:

Each delivery plan includes information on:

- Medication requirements, dose calculation, injecting procedure and incident and emergency management;
- The identified health practitioner responsible for overseeing the injecting process; and
- The procedure to be followed to ensure correct measurement prior to injection.

Support workers will implement the following procedures, with support from Access4u:

- Follow safe injecting procedures using pumps and pens (containing pre-measured dose);
- Monitor for any adverse reactions; and
- Maintain records.

Worker training:

All workers deployed to support subcutaneous injection have received training in preparing to deliver support and implementing the support plan, as detailed in Access4u's subcutaneous injection management procedure.

Managing diabetes

Context:

Access4u will ensure that:

- All participants receive a diabetes management plan; and
- The plan is overseen by a health practitioner and a support worker who has been trained to administer medication by injection.

Procedures:

Support workers will implement the following procedures, with support from Access4u:

- Support a person to implement their diabetes management plan;
- Identify and respond to hypoglycaemic episodes;
- Monitor blood sugar levels;
- Calculate dose requirements; and
- Administer medication.

Worker training:

Workers have received training in:

- Diabetes types 1 and 2;
- Factors that can affect blood sugar level;
- Methods of managing insulin levels including different types of insulin (fast/slow release);
- Variables that affect insulin delivery such as timing, site selection and rotation;
- Common symptoms of low or unstable blood sugar levels; and
- Common complications and sources of expertise.

High risk of seizure:

Context:

Access4u will ensure that:

- All participants receive an individualised health care plan which is tailored to their needs, overseen by a relevant health practitioner, and involves the participant in its development;

- The epilepsy management plan will include a description of types, frequency and patterns of seizures, triggers; signs to check for before and after seizure; monitoring and recording; detailed instructions on medication selection and administration procedures; emergency management options and procedures;
- The epilepsy management plan will be overseen by a health practitioner; and
- Workers can access relevant policies and procedures, supervision, support, equipment and consumables.

Procedures

Support workers providing care to people who experience seizures will implement the following procedures:

- Identify and minimise exposure to seizure risk factors;
- Consult with the participant to identify and remove or minimise exposure to conditions that expose the person to risk e.g., risk of burns, falls etc;
- Observe the person to identify early indicators of seizure and take appropriate action;
- Monitor and record seizure information;
- Follow procedures and exercise judgement on when to call an ambulance and whether and how much PRN medication to administer; and
- Demonstrate application of first aid including positioning and cardiopulmonary resuscitation.

Worker training:

Training will be conducted by an appropriately qualified health practitioner or a person who meets the expectations of the skills descriptor for Epilepsy and Seizure Support.

Workers will receive training related to:

- Preparing to deliver support, including:
 - NDIS Code of Conduct and Practice Standards;
 - The role of high intensity supports in supporting participants to lead the life they choose;
 - Understanding common and participant-specific communication supports, for example, assistive technologies, alternative and augmentative communication, communication devices;
 - Principles of infection control and personal hygiene, for example, hand washing, disinfecting, and use of appropriate Personal Protective Equipment (PPE) such as gloves;
 - Potential impact of epilepsy and seizures;
 - Scope of support worker responsibilities, including relevant supervision and delegation arrangements;
 - Roles and responsibilities of others involved in supporting the seizure and/or epilepsy-related needs of the participant including, school teachers, carers, health practitioners and other workers;
 - Features of a safe environment for working and delivering epilepsy and/or seizure related supports; and
 - Types and function of common seizure monitors and wearable technology, for example, smartwatches, sleep activity monitors, under mattress sensors and/or wireless smart socks.

- Implementing the support plan, including:
 - Common types, symptoms, and patterns of seizures;
 - Common triggers or conditions that can increase risk of seizure such as constipation, dehydration, high temperature, aspiration, and related methods of control;
 - Common risks associated with seizures;
 - The impact of associated health conditions on epilepsy;
 - Common medication used to manage seizures and related contraindications and side effects;
 - Observation parameters to identify early indicators of seizure onset, monitor seizures and observe following a seizure;
 - Expectations for handling, storing, administering and recording use of post-seizure related medication;
 - First aid techniques to check and clear airways, administer CPR and place a person in a recovery position;
 - When and how to involve or get advice from the health practitioner, or emergency services; and
 - Reporting responsibilities, including handover, recording observations and incident reporting.
- Reviewing supports, including:
 - Procedures and responsibilities for requesting a review of epilepsy and/or seizure related support.

Pressure care and wound management

Context:

Access4u will ensure that:

- Participants receive a pressure and wound care plan; and
- The pressure and wound care plan is developed by a health practitioner and provides specific instructions to be implemented by a support worker.

Procedures:

Support workers will implement the following procedures:

- Recognise risk and symptoms of pressure;
- Identify when to refer to health practitioner; and
- Follow plan instructions to inspect/replace dressings (under health practitioner supervision and only when indicated in wound management plan).

Worker training:

All workers deployed to support complex wound care have received training in preparing to deliver support and implementing the support plan, as detailed in Access4u's Pressure and Wound Management Procedure.

Meal preparation and delivery

Context:

Access4u will ensure that support workers who work with people who require mealtime assistance follow written meal preparation and delivery instructions, where applicable.

Procedures:

Support workers will implement the following procedures, with support from Access4u:

- Read, interpret and implement mealtime management plans;
- Follow food preparation procedures;
- Deliver food and monitor eating to identify and respond to risks; and
- Arranging/supporting postural requirements.

Worker training:

Workers have completed the NDIS Commission worker training module '*Supporting safe and enjoyable meals*', receiving training in:

- Signs and symptoms of swallowing and feeding difficulties;
- Risks associated with eating and swallowing;
- Risks associated with not following the mealtime plan;
- Food preparation requirements and methods for common conditions e.g. people with dysphagia;
- Awareness of procedures and methods for including medication in food where this is required by the plan, including an understanding of crushable/non-crushable medication; and
- Common terminology related to mealtime preparation and modified meals.

Stoma care

Context:

Access4u will ensure that support workers can deliver supports for people with different types of stomas such as colostomy and ileostomy care or tracheostomy care.

Procedures:

Support workers will implement the following procedures, with support from Access4u:

- Follow personal hygiene and infection control procedures;
- Replace and dispose of bags as required;
- Maintain charts/records;
- Monitor skin condition and keep stoma area clean; and
- Recognise and respond to/report problems such as blockages, signs of deteriorating health or infection.

Worker training:

Workers have received training in:

- Basic anatomical knowledge of the eliminatory system;

- Skin and stoma care;
- Equipment and related functions;
- Procedures for safe positioning and monitoring; and
- Common risks and indicators of malfunction and understanding when to involve a health practitioner.

Ventilator Support - CPAP

Context:

Access4u will support customers requiring CPAP therapy. Customers with more complex ventilation requirements will be referred to suitably qualified external support providers.

Access4u will ensure that support workers can access relevant policies and procedures, supervision, support, equipment and consumables.

Procedures:

Support workers will implement the following procedures, with support from Access4u:

- Confirm the need for CPAP ventilation;
- Identify and connect or assemble components of CPAP ventilation equipment;
- Fit the breathing mask, start ventilation and monitor that it is working effectively;
- Follow trouble shooting procedures to respond to alarms and maintain equipment.

Worker training:

Training will be conducted by an appropriately qualified health practitioner or a person who meets the expectations of the skills descriptor for CPAP Ventilator Support.

Workers will have a training plan and receive training related to:

- Preparing to deliver support, including:
 - NDIS Code of Conduct and Practice Standards;
 - The role of high intensity supports in supporting participants to lead the life they choose;
 - Understanding common communication supports, for example, assistive technologies, alternative and augmentative communication, communication devices;
 - Principles of infection control and personal hygiene, for example, hand washing, disinfecting, and use of appropriate Personal Protective Equipment (PPE) such as gloves;
 - Scope of support worker responsibilities, including supervision and delegation arrangements;
 - Roles and responsibilities of others involved in supporting the CPAP ventilation needs of the customer. This may include, carers, health practitioners, equipment suppliers and other support workers;
 - Features of a safe environment for working and delivering CPAP ventilation support;
 - Types of CPAP ventilators, the main components including batteries, and their function; and
 - Types of breathing masks and related equipment and/or components for non-invasive ventilation.