High Intensity Supports - Subcutaneous Injections Procedure

Purpose:
Subcutaneous Injections are considered a low-risk area of injectable. The risk is very low as there are no significant blood vessels, muscles, ligaments or organs that could be damaged in the process. To this end it is considered safe for Support Workers who have achieved relevant competencies to deliver subcutaneous injections of insulin and EpiPen to administer medication. The overall purpose of this procedure is to ensure Access4u policies and procedures and staff training, ensure customers requiring subcutaneous injections and who cannot self-administer are administered their injections / pens/pumps in a safe and acceptable way. This procedure has been developed in consideration of ACIA (Australian Community Industry Alliance) "Subcutaneous Injections in the Community by Support Workers and NDIS Practice Standards: Skill Descriptors November 2022.

Responsibilities and delegations	
This policy applies to	Access4u employees and management
Specific responsibilities	Manager, HALO and Disability Service Coordinator (Complex)
Policy approval	Leadership Team

Policy context – this policy relates to:	
Standards	NDIS Quality and Safeguarding Framework -Practice Standards – Skill Descriptors ACIA Subcutaneous Injections in the Community by Support Workers Guidelines ACIA Diabetic Management in the Community Guidelines
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 High Intensity Daily Activities Infection Control and hygiene Individual Emergency Management Plan Staff training Records qualifications and skill assessments Risk Management policies Medication Management policies and procedures
Forms, record keeping, other documents	My Diabetes Plan

Definitions

- **Support Worker Competency** - trained and assessed by a Registered Nurse or a person deemed competent by a health professional to safely and appropriately perform a specified task as a support worker.

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- **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 persons 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, it 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.

- **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.

Context

Access4u will ensure:

- The customer, or their caregiver, has given consent;
- 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 health practitioner prescribing the medication provides a subcutaneous injection management plan for the customer;
- The care plan for each customer is regularly reviewed by a health practitioner who is appropriately qualified to oversee the subcutaneous injection 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 for support workers to 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;
- Processes are implemented for checking of qualifications of any person engaged for the purpose of worker training; and
- Each worker will have the customer's details and their need for the injection confirmed.

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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

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

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 customers to lead the life they choose;
  - Understanding common and customer-specific communication supports, for example, assistive technologies, alternative and augmentative communication, communication devices;
  - Scope of worker responsibilities including supervision and delegation arrangements;
  - Roles and responsibilities of others involved in supporting a customer who requires a subcutaneous injection including carers, health practitioners and other workers;
  - Features of a safe environment for working and delivering subcutaneous injection support and disposal;
  - Principles of infection control and personal hygiene, for example, hand washing, disinfecting, and use of appropriate Personal Protective Equipment (PPE) such as gloves;
  - Equipment and consumables required when giving subcutaneous injections such as injectable medication order, injectable device, syringes, needles, swabs, gloves, and sharps container;
  - Medication to be administered, and related management and storage expectations; and
  - Strategies appropriate to each customer to minimise anxiety or discomfort when receiving an injection.

  For customers receiving diabetes management supports

  - Methods and related equipment used to administer diabetes medication including injectable medication device, syringes, pens and pumps;
  - Responsibility and procedure to adjust and double check medication dose; and
  - The common equipment and devices used to monitor glucose levels.

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- Implementing the support plan, including:
  - Basic understanding of the purpose of the medication and related storage requirements;
  - The impact of variables that affect take up of medication for example, injection site location, rotation and timing;
  - Purpose and methods of hygiene and infection control;
  - Indicators and action required for common problems including signs of infection at the site of injection such as change in skin colour, swelling, itchiness or pain, signs of withdrawal and/or side effects from medication, and reactions to incorrect medication dose; and
  - When and how to involve or get advice from the appropriate health practitioner. Procedures and responsibilities for reporting and documentation, including, handover, recording observations and incident reporting.

  For customers receiving diabetes management supports

  - Basic understanding of diabetes relevant for the customer, for example, type 1 or type 2;
  - Basic understanding of different types and purpose of diabetes medication;
  - Understanding the relationship between glucose levels, nutrition, physical activity, weight, stress, and diabetes;
  - Risks associated with different methods of delivering diabetes medication;
  - Understanding of factors that can affect blood glucose levels, for example, food and drink amount and type, stress, illness or infection, physical activity, and some types of medication;
  - Common health-related risks and complications associated with diabetes including reduced ability to heal from cuts or wounds, changes in behaviour, weight fluctuation, and deteriorating eyesight;
  - Basic understanding of the short and long term impact of low or high blood glucose levels and related action required;
  - The impact of variables such as food intake, timing and type of medication such as slow and fast acting insulin;
  - Understand the risks associated with incorrect dosage; and
  - Understanding how to use sliding scale charts to calculate medication dose where required by the support plan.
- Reviewing the support plan, including:
  - Procedures and responsibilities for requesting review of subcutaneous injection support;
  - For workers who support customers to manage their diabetes; and
  - Procedures and responsibilities for requesting review of diabetes management support.

Support Workers

Support Workers must:

- Be trained by a suitably qualified health practitioner, tailored to each participant, prior to

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delivering supports.

- Be medication accredited;
- Follow the medication plan that has been developed and is overseen by a health practitioner that includes detailed instructions on medication requirements, dose calculation (where required), injecting procedure and incident and emergency management.
- Confirm Customer details and need for injection;
- Follow personal hygiene and infection control procedures;
- Follow safe injecting procedures using pumps and pens (containing pre measured dose);
- Monitor for any adverse reactions and maintain records.
- Report to their Supervisor incidents and adverse reactions immediately for advice.
- Be retrained every 12 months, unless otherwise specified by the allied health professional.
- Be retrained if the participant's health needs change.

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