

High Intensity Supports - Urinary Catheter Management Procedure



Purpose:

The overall purpose of this procedure is to ensure Access4u policies and procedures and staff training, ensure customers with catheters are supported with safe and acceptable catheter care.

This procedure has been developed in consideration of ACIA (Australian Community Industry Alliance) “Catheter Care by Support Workers in the Community and NDIS Practice Standards: skill descriptors November 2022.

Urinary catheterisation is an intervention to enable emptying of the bladder by insertion of a catheter. General principles of catheterisation and infection control applies to all customers but some people will have specific needs e.g., children and people with spinal injuries.

Catheter care is important as customers are at risk of acquiring a urinary tract infection and / or urethral trauma.

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 Catheter Care by Support Workers in the Community Practice 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 Bladder 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.
- **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, health Care 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.
- **Catheter** means a medical term for flexible or rigid hollow tube used to drain fluids from body cavities or to distend body passes, especially one for passing into the bladder through the urethra or abdomen to draw of urine Types of catheters include: Indwelling Catheter, Suprapubic Catheter, In / Out Catheter and Uridome / Uris heath.
- **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 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 urinary catheter 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; and

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- Processes are implemented for checking of qualifications of any person engaged for the purpose of worker training.

Procedures

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

- Replacing and disposing of bags;
- Maintain Charts and 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

Training will be conducted by an appropriately qualified health practitioner or a person who meets the expectations of the skills descriptor for Urinary Catheter 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 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;
 - Scope of support worker responsibilities including supervision and delegation arrangements;
 - Roles and responsibilities of others involved in supporting a participant who uses a urinary catheter including carers, health practitioners and other workers;
 - Features of a safe environment for working and delivering complex urinary catheter support; and
 - Types of catheters, the main components, and their function, for example, catheter bags, balloons and tubing.
- Implementing the support plan, including:
 - Basic anatomy of the male and female urinary system;
 - The risks and health problems associated with using catheters, including urinary tract infections and skin integrity issues;
 - Purpose and methods of hygiene and infection control;
 - Catheter insertion techniques appropriate to males and females to minimise infection risk and participant discomfort;
 - Requirements for catheter functioning including positioning of bag to ensure drainage, tube

positioning;

- Indicators and action required for common complications or problems such as dislodged catheter tubes, changes in appearance of urine including suspected blood in urine or confusion;
 - When and how to involve or get advice from the appropriate health practitioner;
 - Indicators and action required to respond to common health problems at the stoma site, such as wetness or signs of infection or inflammation; and
 - Reporting responsibilities, including handover, recording observations and incident reporting.
- Reviewing the support plan, including:
 - Procedures and responsibilities for requesting review of urinary catheter support.

Support Workers

Support Workers may:

- Perform any task on the plan apart from those that must be performed by a Registered Nurse (will be stipulated in the plan)

Support Workers must:

- Be trained by a suitably qualified health practitioner, tailored to each participant, prior to delivering supports.
- Follow the plan as provided and not make any changes to the plan
- Report to their Supervisor any changes or variations for advice
- Report any issues arising from the delivery of urinary catheter care (such as) to the service provider for further advice.
- Identify and report to their supervisor any gaps in their ability to deliver the required service.
- Be retrained every 12 months, unless otherwise specified by the allied health professional.
- Be retrained if the participant's health needs change.