

High Intensity Supports - Pressure Care and Wound Management Care Procedure



Purpose:

Ensure that customers maintain skin integrity consistent with their general health and to implement pressure and wound care plans developed by a health practitioner, which include specific instructions to be implemented by a support worker.

This is a High Intensity Skill and only competent persons may manage and review customer pressure and wound management care plans.

The overall purpose of this procedure is to ensure Access4u policies and procedures and staff training align so that customers requiring pressure care and wound management, are provided with optimum care and support.

This procedure has been developed in consideration of ACIA (Australian Community Industry Alliance) "Wound Management in the Community practice guidelines and the NDIS Quality and Safety Framework - 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 "Wound management in the Community" Practice 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 Policy 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	Pressure and Wound Care 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, 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.
- **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 pressure care and wound management 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;
- Workers can access relevant policies and procedures, supervision, support, equipment and consumables;
- Support workers have the necessary skills and knowledge to support customers who rely on high intensity daily personal activities; and
- 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
- 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:

- 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

Training will be conducted by an appropriately qualified health practitioner or a person who meets the expectations of the skills descriptor for Complex Wound Care 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 the 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 sterile gloves;
 - Scope of worker responsibilities, including supervision and delegation arrangements;
 - Roles and responsibilities of others involved in providing wound and pressure complex wound management support to the participant including carers, health practitioners and other workers;
 - Features of a safe environment for working and delivering complex wound management support;
 - Common consumables used in complex wound management and their function, such as, types of dressings;
 - Basic understanding of different types/classifications of wounds and related care requirements; and
 - Function of common equipment used to support wound and pressure injury management and basic troubleshooting procedures.

- Implementing the support plan, including:
 - Basic understanding of risk and symptoms of pressure injuries such as, blistering, swelling, dry patches, a change in colouring, shiny or warm areas;
 - Basic understanding of risk factors for pressure injuries, for example, unable to reposition independently, participants with health conditions including diabetes;
 - Common strategies to prevent pressure areas and worsening wound status including frequent repositioning (which may include prompting for the participant), appropriate diet to support healing and use of assistive equipment such as lymphoedema machines or assistive circulatory devices;
 - Basic understanding of the process and stages of wound healing to identify improving or deteriorating conditions;
 - When and how to involve or get advice from the appropriate health practitioner; and
 - Reporting responsibilities including, handover, recording observations and incident reporting;
- Reviewing support, including:
 - Procedures and responsibilities for requesting review of wound and complex wound management support.

Support Workers

Support Workers must only perform work under the direction of the qualified health practitioner and in line with the wound management plan,

- 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 Health Practitioner of any skin breaks or compromised skin integrity and on wound progress
- Complex Wound assessments and dressings must be attended the Health Practitioner, usually a Registered Nurse. A Registered Nurse may delegate a simple dressing to a trained Support Worker.
- Any changes to the wound care regime made by the Health Practitioner will be documented in the wound management chart.
- 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.