





***Meeting the health support
needs of people with a
disability in the community-
one agencies experience***



Who is Leveda?

- 
- Accommodation and community support service in the north and north east of Adelaide
 - Support individuals with a disability and complex support needs
 - Provide accommodation support, mainly group homes, a centre based respite service and a community support service that provides what individuals ask for e.g. recreation, skills training and in some instances in home support
 - Have over 40 clients with level 3 support needs
 - More than half of our clients have level one/two support needs only
 - Employ over 200 staff who provide direct support to individuals with a disability
- 



Government Policy & Guideline

- *Health Support Training and Competency Based Assessment of Support Workers , Policy & Guideline*
- *All disability support agencies registered on the Provider Panel most follow policy and procedures*
- *Non negotiable*



Risk-Management

- This policy and guideline is intended to provide a risk management structure to ensure agencies have in place systems to ensure client health support needs are assessed,
- appropriate plans developed based on the assessment and
- support workers trained to meet health care needs.



Narrow and intended to address the role of support staff only

Limited purview

Leveda's Health Policy and Procedures are much broader e.g.:

- support to access health professionals
- support to live a healthy lifestyle
- medication error reporting
- Support for a client in hospital



3 LEVELS OF HEALTH SUPPORT

- **Level 1**

Client has no health support needs

- **Level 2**

Client has health support needs that require the use of *Health Care Plans* developed by the client's health professional, e.g. General Practitioner (GP), medical specialist, etc



3 LEVELS OF HEALTH SUPPORT

- **Level 3**


Client has health support needs that require a comprehensive individualised *Health Plan* (developed by a RN). The support worker and the client require ongoing access to support from a health professional.

The requires a delegation of care from the RN to the support worker




Assessment process utilised by Leveda

- Will outline training requirements later
- Following confirmation of a client's eligibility for services Leveda will need to make a determination of the client's health support level
- To determine the level of health support Leveda will conduct the Health Support Risk Assessment for each client.




When determining the level of support it is important to collect as much information as possible for example:

- Does the person have health care plans in other environments such as school or at their day service/work?
- This information is very valuable as it gives a very clear indication of the person's needs and a good starting point.



When determining the level of support it is important to collect as much information as possible for example (cont):

- What do such plans tell us and are they applicable across the environments Leveda will be supporting the person. A health care plan from school may not have adequate information for a service that operates overnight.
- What other agencies are involved in supporting the person



When determining the level of support it is important to collect as much information as possible for example:

- Does the person have seizures, suffers from asthma or have diabetes
- Does the person have a condition which indicates they may require a plan such as Osteogenesis Imperfecta
- Does the client have any known first aid needs
- What are staff observations of the persons needs
- Does the person take any medication
- To prompt questions Leveda uses a Medication & Health Information Form
- [Medication & Health Info Form.doc](#)



If an answer is yes to any of the questions in the form:

- take the relevant Health Plan Proformas to the persons Health Professional or depending on circumstances ask the family to take form(s) to the Health Professional
- The family and/or Leveda staff member and Health professional complete them together



Health Proformas

- Available at <http://www.decs.sa.gov.au/speced2/pages/health/chesPathways>
- Designed for use in education, child/care and community support services including respite, work and home.
- Developed and reviewed regularly by education and health professionals to ensure best current practice
- At any time one in three children will have a health issue that requires a plan



Health Proformas (cont)

Cover a range of health areas such as:

- Epilepsy and seizure management
- Diabetes
- Allergy and Anaphylaxis
- Cystic Fibrosis

Also cover other areas which are not related to this policy but may be of assistance:

- oral eating and drinking
- transfers and positioning.



Care Plan and First Aid Flow Chart Examples

[Seizure_care_Proforma.doc](#)

[Seizure_FirstAid_Proforma.pdf](#)

[Asthma_care_Proforma.doc](#)



Health Support Risk Assessment Form

When all the information is collected i.e.:

- Medication & Health Information Form
- Plans from other settings
- Notes from meeting
- Proformas/Care Plans

Complete the Health Support Risk
Assessment Form

[Health Support Risk Assessment Form.doc](#)



If all yes ticks

If **yes** ticked to all questions on the Health Support Risk Assessment Form then the information is combined into a Health Support Plan by:

- Placing the information into the Support & Health Care Plan Folder
- Updating the Record of Support & Health Support Plans Form

[Record_Support_Plans_Updates.doc](#)



Calling a Registered Nurse

- If ***no*** or ***unsure*** ticked to one or more questions on the Health Support Risk Assessment Form call the Registered Nurse
- For Leveda this is RDNS
- In most cases the need for involvement of an RN will be clear. It is important to seek advice when needed.
- Build confidence over time.



Why use Proformas?

- Leveda has made a decision to use the CHES/DECS Proformas
- Why use them?
 - Easier if there is consistency across agencies to assist portability of information
 - Families have requested that they be used, individualised funding
 - Information regularly reviewed and updated to reflect best health practice
 - Simple to use and have excellent prompts to elicit information



First Aid

Required for all levels of health support

Current accredited First Aid which includes:

- Cardio pulmonary resuscitation
- Routine asthma management (including puffers, spacers, nebulisers)
- Management of choking
- Basic seizure management



First Aid (continued)

- The training is provided in Disability or DECS BELS First Aid (HLTFA201A) and HLTFA301B (Previously Senior First Aid)
- The Disability & DECS BELS First Aid is a one day course with a four and half hour to five hour refresher every three years
- Disability BELS includes first aid intra-nasal midazolam training



First Aid (continued)

- If support workers are assisting/supporting clients prescribed intra-nasal midazolam for emergency seizure management then they must have successfully undertaken first aid intra-nasal midazolam training
- This is available from Red Cross and there are likely to be other providers in the future



Medication Training

If support workers are assisting/supporting clients with medication they must have successfully undertaken one of the following or equivalent:

- **CHCCS304A:** Assist with self-medication
- **CHCCS303A** Provide physical assistance with medication
- Demonstrated vocational competencies to this level



Medication Training (continued)

- Several of the medication training packages are part of Nationally Accredited training and can often be completed via Registered Training Organisations such as TAFE
- RDNS operate a one day course run for an agency
- Leveda utilises RDNS



General Health Support Training

- Each agency determines based on client need additional training and assessment related to health they may require
- Leveda has staff undertake a two day course that covers:
 - standard precautions
 - asthma management
 - management of choking
 - epilepsy
 - food safety



General Health Training Updates

- Agencies will need to determine how they will maintain the skills of staff
- Leveda has chosen to conduct an 8 hour training course that staff must undertake every two years



Level 3 clients health training

- The Registered Nurse who undertakes the health assessment and develops the health plan will determine the training required for the individual client and the assessment process
- The Registered Nurse will also determine refresher training requirements and this is governed by many variables



Level 2 General Training

If not already completed support workers must begin to undertake the following Certificate III level subjects or equivalent within four months of employment and complete within two years of employment:

- **CHCADMIN5C:** Work within the administration protocols of the organisation
- **CHCCOM2B:** Communicate appropriately with clients and colleagues



Level 2 General Training

- **CHCORG3B:** Participate in the work environment
- **CHCDIS1C:** Orientation to disability work
Experienced support workers are likely to receive recognition of prior learning for at least two of these subjects.



Level 3 General Training

- Certificate III Disability Work or equivalent such as Certificate III Aged Care Work **or** begin to undertake the training within 4 months of employment and to be completed within 2 years
- There are transitional Arrangements for Support Workers employed before June 2008 (Level 3 Only) and do not hold a relevant Certificate III Qualification



**With regards to general training
Leveda has decided to set its own
benchmarks:**

All staff must begin Certificate III Disability
within 3 months and finish within 2 years



Cultural changes

- Most agencies had very ad hoc systems with no clear guidelines and no access to RN
- Leveda for historical reasons had excellent RN via RDNS
- Over reliance on the RN with no responsibility taken for health which resulted in sloppy practice
- More work for Leveda staff but a deeper understanding of client health support needs
- Better defined roles and responsibilities



Cultural changes

- Staff report having a better understanding of health support needs
- Know what to do
- Nurses have more time to focus on clients who need their support and supporting the staff (delegating care)
- Clients and families are clear about their role
- Families like consistency across agencies
- Key nurse role



Nurses Board of South Australia (nbsa) have a standard

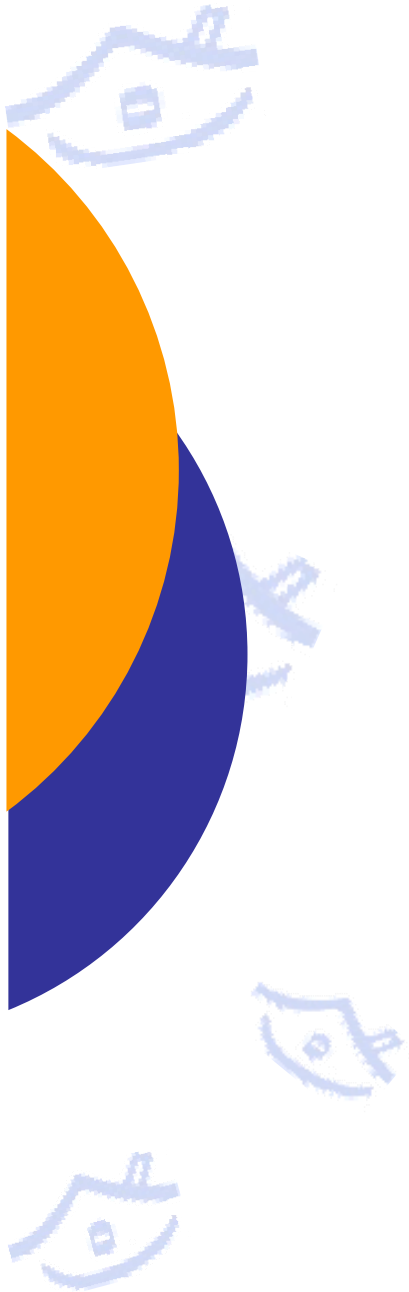
**“Delegation of Care by a Registered
Nurse or Midwife to an unlicensed
Health Care Worker”**

[nbsa_Standard Delegation of Care.pdf](#)



Implications

- Sets a standard by which nurses must operate
- Defines clear roles and responsibilities regarding delegation of care
- Caused conflict initially



Hand out available

ANY QUESTIONS