

1. Personal Care

Enhanced Lifestyles offers a range of personal care services to its Customers, playing a vital role in the lives of people with disability by supporting them in their home. It is through these services that our Customers achieve independence and dignity while maintaining the lifestyle that they choose for themselves.

Enhanced Lifestyles personal care services include (but are not limited to) the following services:

- Accessing recreational activities;
- Accessing community services;
- Assistance with meals;
- Bathing;
- Dressing and grooming;
- Bowel and continence assistance;
- PEG feeding;
- Ventilation assistance;
- Light domestic tasks;
- Preparing meals;
- Respite care so that their carer can have a break;
- Toileting; and
- Transferring in and out of bed.

These personal care services are continually assessed, reviewed and improved to meet the current needs of our Customers.

2. Social Support/Community Access

Enhanced Lifestyles is committed to empowering and supporting Customers to fully participate in the community by offering social support and community access services.

This could mean supporting a Customer in the following areas:

- Gaining and maintaining employment;
- Education and upskilling;
- Leisure;
- Exercise (attend the gym or sport);
- Developing their social lives; and
- Developing links within their community.

It is through social support and community access that we promote greater opportunities for connections and meaningful community participation for people with disability. We support our Customers in the goals and objectives that they wish to achieve and enable their community participation.

3. Transport

A key component of community access is transport. Enhanced Lifestyles offers a range of transport services for Customers who require transportation for the following:

- Shopping;
- School;
- Appointments (e.g., medical, therapy);
- Leisure activities; and
- Community events.

This list is not exhaustive and transport services may be provided for other reasons or to other locations than those listed above.

In the course of delivering a transport service, a Lifestyle Attendant may, subject to agreement by both Enhanced Lifestyles and the Customer, be required to drive a Customer's motor vehicle. This includes motor vehicles that have been modified to meet the specific needs of the Customer.

During delivering a transport service a Lifestyle Attendant may, subject to agreement with Enhanced Lifestyles, be required to drive their personal motor vehicle. This could include using the Lifestyle Attendant's private motor vehicle to transport a Customer in accordance with requirements for the service delivery.

4. Respite

Enhanced Lifestyles understands that caring for another can be both physically and emotionally exhausting, as well as it is not achievable under certain circumstances. Enhanced Lifestyles therefore offer a range of respite services to its Customers, which include the following:

- Active and passive overnight;
- Day options;
- Travel options; and
- Emergency respite.

Lifestyle Attendants must follow the agreements made with the Customer and Enhanced Lifestyles when delivering respite services. Lifestyle Attendants must adhere to the agreed:

- Respite locations;
- Times;
- Duties; and
- Any additional requirements.

5. Meal Preparation and Assistance with Feeding

Meal preparation and assistance with feeding may include any of the following:

- Making hot drinks (e.g., tea, coffee, chocolate, soup);
- Making meals for the Customer;
- Cutting up a meal or preparing a pureed meal for the Customer;
- Adding thickener to drinks;
- Preparation of ingredients for meals (e.g., chopping) for the Customer to cook; and
- General kitchen clean-up after meal preparation is complete.

5.1. Food Handling and Preparation

Cross-contamination occurs when microorganisms are passed between people, surfaces or food or from raw to cooked foods. This can be avoided by taking the following measures:

- Wash hands with soap and water for 30 seconds before food preparation and after handling any raw meats or touching pets;
- Dry hands on clean towel or paper towel before handling food;
- Do not handle food if you have gastroenteritis (vomiting/diarrhoea) or until 48 hours after symptoms have gone;
- Use different chopping boards for different foods. For example, one each for ready-to-eat foods (salads), raw fruits or vegetables and raw meats;
- If different boards are unavailable, wash the board with hot soapy water and rinse off between preparing different foods;
- Use separate plates and utensils for cooked and raw foods; and
- Use gloves while preparing food, and change it between handling different food types, e.g., raw meats and raw vegetables.

5.2. Cooking Procedures and Safety

- Always wash hands before and after meal preparation.

- Always turn off the stove after use. Take care immediately after turning off the stove as heat can be retained for some time, especially with electric stoves.
- Ensure that pilot light is lit (if applicable).
- Ensure that pan handles are turned away from heating elements and face the back of the stove.
- If cooking with oil or fat, ensure that a splatter guard is used.
- Do not overheat oil, and do not leave it on the stove unattended.
- Do not overfill saucepans, pots, pans and trays.
- Be careful of burns while preparing and transporting food (use an oven mitt when transferring hot food from the oven).
- Take care when lifting lids or opening microwave containers as steam can cause severe burns.
- Ensure that food is not too hot for your Customer to eat safely.
- Ensure that you understand the principles of microwave cooking before using a microwave oven.
- Clean up after yourself.

5.3. Cooking

When cooking, the following foods ensure that they are cooked all the way through (no pink meat, must have clear juices):

- Mince;
- Sausages;
- Hamburger patties;
- Rolled/stuffed roast meat; and
- Chicken.

Steak, chops or whole roasts can be cooked to Customer preference.

When microwaving food:

- Always rotate and stir food to prevent uneven heating; and
- Wait until standing time is over before testing that cooking is complete. Food continues to cook even after microwave oven is turned off.

Keep hot foods at above 65°C and cold foods below 5°C to prevent bacteria growth.

5.4. Pre-Cooked Foods and Keeping Leftovers

- Temperature danger zone is between 5°C and 60°C;
- Cool food quickly to prevent bacteria from multiplying;
- Maximum cooling can be achieved by dividing food into small containers rather than one large container;

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- Place in refrigerator as soon as food stops steaming;
- Place in freezer once food is cool; and
- If reheating food, heat until it is steaming hot.

5.5. Safe Food Storage

It is required to keep the food in proper storage to retain its nutritional value and keep it safe. As a general rule, follow the directions on the label and take the following measures:

- Store raw meats, fish and poultry near the bottom of the fridge, so juices do not drip onto other foods;
- Cover any cooked or ready-to-eat foods kept in the fridge to prevent them drying out;
- Freeze any raw meat, fish or poultry that the Customer is not planning on using within 24 hours of purchase;
- Ensure that food to be stored in the freezer is wrapped well to prevent freezer-burn;
- Precooked dishes can also be frozen;
- Fridge temperature should be at less than 5°C; and
- Freezer temperature should be around minus 18°C.

5.6. Thawing Frozen Food

Thaw foods in the fridge, under cold running water or in the microwave.

Do not thaw food at room temperature (e.g., on kitchen bench) or in a water bath.

Meat should be cooked within a few hours of thawing. Do not re-freeze meat unless cooked first.

5.7. Cleaning Food Preparation and Storage Areas

- Wash all surfaces with warm soapy water and allow to dry.
- Dirty dishes should be washed in warm soapy water and allowed to air dry, or dried with a clean tea towel.
- Alternatively, use the dishwasher.
- Bacteria grow in moisture, e.g., wet dishcloths and sponges. Wring out and spread these to dry. Change dishcloths and sponges regularly or disinfect by bleaching or heating (in microwave). Do not use it for other purposes, e.g., cleaning floors.
- Clean the fridge and cupboards regularly and crumbs in cupboards attract pests and bacteria.

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- Check the fridge for old or spoiled food and throw out any food that is in doubt. Please ask the Customer first but be realistic about old or spoiled food.

5.8. Menu Planning

Always plan meals with the Customer and/or carer, and check their cooking/eating preferences, including the following:

- Not everyone uses salt;
- Some like spicy, others prefer bland; and
- Some like crunchy vegetables, others prefer them well-cooked.

Be aware of the Customer's care plan relating to special diets, food restrictions or allergies. Ensure that the Customer's food is appropriate, as the Customer:

- May be diabetic;
- May have problems eating due to teeth/denture issues;
- May have problems swallowing e.g. after a stroke;
- May need frequent smaller meals due to poor appetite; and
- May have cultural preferences/requirements.

6. Medication Assistance/Prompting

Lifestyle Attendants have a duty of care to their Customers, and failure to meet this duty of care can result in a claim of negligence.

If possible, a Customer should be encouraged to maintain independence in handling their medication. The Lifestyle Attendant's role is to prompt the Customer to take their medication at the right time, in the right dose, from a dosette or medication pack (such as a Webster pack).

Lifestyle Attendants:

- Must not give an injection or fill a medication pack;
- Must take precautions that the medication is current and that the dosage is as stated on the pharmacy label;
- Ensure the medication is clearly specified in the Customer's care plan; and
- Record medication in the medication notes (if present).

Lifestyle Attendants also must not:

- Crush medication unless directed in the Customer's care plan;
- Measure medication doses;
- Fill a dosette box; and

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- Administer any medication that has not been prescribed, including over the counter aspirin, ibuprofen and paracetamol.

If a Lifestyle Attendant is uncertain in any circumstances, they should contact the Service Delivery Team immediately.

6.1. Customer Refusal

Customers have the right to refuse medication. In this situation, the Lifestyle Attendant must contact the Service Delivery Team immediately so that it can be documented in the Customer's progress notes.

7. Handling Customers' Money

Unless given specific permission, no employee must have access to and/or handle Customers' monies. An example of an appropriate situation could be a Customer giving permission for an employee to use their money to pay for an item during a shopping trip when it is more practical for the employee to do so for themselves. Whenever such actions are taken, it is imperative that the Lifestyle Attendant secures and retains all receipts associated with the purchase.

All employees working in the Customer's home must ensure that they protect the Customer money and property during service delivery.

Where there is an incident where money is lost or when a Customer's property is lost, damaged or otherwise made unsuitable, it must be reported to the Customer immediately. An incident report must be raised by the employee and forwarded to the Service Delivery Officer who will complete the process as per current policy.

A Lifestyle Attendant must never, under any circumstances, do any of the following:

- Borrow money from a Customer;
- Borrow personal items from a Customer;
- Loan money to a Customer;
- Loan personal items to a Customer;
- Ask a Customer to act as a guarantor for them;
- Act as a guarantor for a Customer; and
- Give advice on financial matters.

Disregard to any of the above will lead to disciplinary action.

8. Home Cleaning

Home cleaning can be carried out by the Lifestyle Attendant. This may include the following:

- Dishwashing;
- Clothes washing;
- Putting clothes on the line or bringing dry clothes in;
- Vacuuming, mopping, dusting;
- Cleaning the bathroom;
- Wiping down kitchen sink and surfaces;
- Changing bed linen; and
- Ironing.

The Customer should provide all cleaning products and direct how they want the tasks to be completed. If a product is running low, the Lifestyle Attendant should notify the Customer.

8.1. General Guidelines

- Familiarise yourself with the Customer's requirements/care plan.
- Ask the Customer what needs to be done.
- Prioritise work to ensure that everything is completed in the allotted timeframe.

8.2. Work Health and Safety

- Do not stand on chairs or tables.
- Do not clean floors on hands and knees.
- Do not move heavy objects or furniture.
- Do not use cleaning products which are potentially dangerous, especially homemade ones.
- Always use cleaning products that are in the original bottle/package to prevent chemical burns, breathing and choking hazards.
- Wear well-fitting, enclosed shoes with non-slip soles and low heels.
 - Sandals and thongs are inappropriate.
 - Do not remove shoes whilst working.
- Report unsafe appliances or work environments to the WHS Officer, Service Delivery Team and the Customer.

8.3. Bathrooms

- Place cleaning fluids directly onto the cloth instead of spraying to create fewer fumes.
- Open a window and turn on exhaust fan to minimise fumes.

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- Pick up bath mats from the floor to avoid tripping.
- Kneel down to clean the bath/shower to minimise back strain.
- Rinse all cleaning fluids from tiles and bathroom furniture.
- Ask the Customer if towels and mats need washing, and replace them with clean towels and mats.
- Clean toilet inside and out. Use a separate cloth for this and dispose of it after use, or keep in a separate location for next time.
- Wipe mirrors with a damp cloth and use window cleaner if requested by the Customer.
- Clean around taps.

8.4. Vacuuming

- Be aware of posture to prevent back strain.
 - To prevent strain, vacuum one room at a time and alternate tasks.
- Do not move furniture.
- Be careful of rugs and cords.
- Always vacuum walking forward to avoid trips or falls.

8.5. Dusting

- Dampen dust cloth before use..
- Use a long-handled duster if dusting above eye level.
- Do not stand on stools or furniture to dust.
- Discuss with the Customer if they want any valuable ornaments to be moved and dusted.

8.6. Clothes Washing

- Ask Customer about specific preferences:
 - Separate colours vs all together;
 - Washing clothes and household linen separately;
 - Hand washing delicate items;
 - Washing on particular days;
 - Hot vs cold water wash; and
 - Using the washing line vs dryer vs ailer.
- Remember the bed may need to be remade and towels replaced in bathroom.
- Do not take Customer's washing home.
- Be aware of your back when taking wet clothes out for hanging.
 - Use washing basket and trolley, if available.
- Avoid stretching too far.
- Ask Customer regarding their preferences for how clothes are to be hung.

8.7. Ironing

- Check with Customer for their preferences, e.g., if they want ironing tea towels and sheets or not.
- Check Customer's preferences regarding ironing shirts and the use of spray starch etc.
- Empty the water out of the iron after use.
- Safety precautions include the following:
 - Don't use the iron if the cord is frayed
 - Take care of using an extension cord as it could be a tripping hazard;
 - Turn the iron off after use and place it somewhere safe to cool;
 - Do not iron for longer than 25 minutes to avoid back strain; and
 - Ensure that the ironing board is at an appropriate level for your height.

8.8. Mopping

- Be aware of your posture to avoid back strain.
- Do not kneel to scrub floors.
- Do not use excess cleaning agents as this leaves floors slippery.
- Make sure the Customer is aware of wet floors.
- Do not leave floors wet. Squeeze the mop out thoroughly and use it to dry any wet areas.

8.9. Refrigerators and Freezers

- Throw out any food which is stale, out of date or has been in fridge for a long time. Always ask the Customer's consent first.
- When putting away shopping ensure that the older food is placed at front to be used first.
- Wash the fridge's interior with mild detergent. If there is a stale smell, wipe inside with a little vanilla essence on a cloth.
- Do not use abrasive substances to clean enamel surfaces.

8.10. Defrosting the Freezer

- Turn off the freezer and take care of the following tasks:
 - Remove frozen food and place in the coldest part of fridge to minimise thawing.
 - Place a bowl of hot water in the freezer and leave the door open; don't chip at the ice.
 - When the freezer is defrosted, wipe the inside with a clean cloth.
 - Put the frozen food back in freezer.
 - Check use by dates as you go, discarding anything if necessary, after discussion with the Customer.

8.11. Stoves and Cooktops

- Do not use abrasive cleaners or steel wool on enamel or stainless steel.
- Wipe the outside of the stove to remove spilt food and grease.
- Place a warm, wet cloth over spilt cooked food and leave it for a while. This will soften the food, making it easier to clean.
- Clean up spills as soon as possible.