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**COMPLEX NEEDS POLICY**

**POLICY STATEMENT**

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) are committed to providing quality and safe care to its Customers/Clients; including supporting Customers/Clients with complex needs. This policy dictates the scope, definitions and guidelines for the care of people with disability who have complex needs.

This document complies with NDIS 2018, standard 3.2 Support Planning, and ACIS 2013, section 3.5 Individual Service Plans. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

<b>Policy context:</b> This policy relates to	
Legislation or other requirements	Work, Health and Safety Act 2012 Work, Health and Safety Reg. 2012 Disability Service Act 1993 (South Australia) Guardianship and Administration Act 1993 Disability Discrimination Act 1992 Mental Health Act 2009 Privacy Act 1988
Contractual obligations	Customer Service Agreements

**Covid-19 Policy Adaption**

During this outbreak of Covid-19 it is essential that clinical and complex health supports continue without interruption of service to the Customers/Clients of EL/LAAS. The provision of these services requires:

- Employees with specific training in correct procedure to eliminate risk to all parties
- Appropriate equipment for the protection of both parties when handling infectious or potentially infectious materials
- Consistency, many of these services are required daily or multiple times daily and need be delivered in timely manner to prevent Customer/Client distress or be of medical concern

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### **Use of PPE**

Personal Protective Equipment (PPE) supplies need to be conserved due to supply constraints and panic buying having reduced available stocks. Until the implementation of Phase Four of Q246A – Covid-19 Business Continuity Plan the following changes to the use of PPE will apply:

- PPE supplies are only available for Customers/Clients where previously supplied to Lifestyle Attendants/Support Workers
- PPE supplies will only be provided to Customers/Clients who require clinical/complex health supports or where there is a risk of a communicable disease or a person is immunosuppressed
- The costs for acquiring PPE have increased dramatically as supplies have become constrained, EL/LAAS can no longer provide PPE as a value add to our services but will instead make them available **at cost** charged from the Customer/Client's NDIS plan
- PPE supplied is only to be used when providing essential supports and not for domestic supports or personal supports that do not pose an infection risk

At this time, it is unclear how conditions will affect the supply of PPE for EL/LAAS and its Customers/Clients over the course of the next several months. As such employees/Customers/Clients of EL/LAAS should carefully consider how they use these resources and conserve supplies wherever possible and practical to do so.

**Employees/Customers/Clients of EL/LAAS should NEVER attempt to clean or sanitise used PPE for reuse. PPE is single use only!**

### **Reduced Service Capacity Scenario**

If due to the outbreak of Covid-19 EL/LAAS Lifestyle Attendants/Support Workers choose to resign or self-isolate and leave the organisation understaffed and without the capacity for its employees to provide every service needed by Customers/Clients the organisations will have to prioritise the delivery of services by the type of services required. These services will be broken down into the following priorities:

**High** – All clinical services, essential personal care services, essential manual handling services

**Medium** – nonessential personal care services, grocery delivery services

**Low** – domestic services, community access services

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In a reduced service capacity scenario shifts for low priority services and some medium priority services may be suspended to ensure that there is sufficient capacity in our workforce for High priority services to continue uninterrupted. EL/LAAS will ensure that the Customer/Client understands:

- The reason for the suspension of services,
- that the suspension is temporary,
- what the anticipated time frame for resuming services will be,
- that we will communicate any change of circumstances with them clearly and promptly.

Prevention and mitigation measures are in place to avoid the occurrence of or reduce the duration of any Reduced Service Capacity Scenario, these are documented in Q246A – Covid-19 Business Continuity Plan.

### **DEFINITIONS**

**Attendant Care** - any paid care or support services delivered at a person's home or in their community to assist them to remain living in the community. It targets people of all ages, with ill health or a disability.

Attendant care aims to maintain or improve a person's independence and reduce his/her risk of admission to a facility or hospital. This is achieved by providing assistance based on each person's individual needs. It may include nursing care and assistance with all activities of daily living including personal assistance, domestic services, community access, vocational support, educational support, childcare services, gardening/home maintenance, respite care, palliative care, social support, therapy program support.

**Blister pack** - a sealed oral medication pack prepared by a pharmacist (it is commonly referred to as a Webster Pack)

**Board Member** – Persons elected by members of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service who have the power to appoint the Chief Executive Officer; set goals, formulate strategy, and approve business plans, approve annual budgets and business results; set and review policies for customer communication and approve reports to Customers/Clients; and set and review budgetary control and conformance strategies.

**Bowel Care** – Bowel care is routine part of personal support. A Bowel Care plan is developed in conjunction with the Customer/Client. Bowel Care is performed by the Support worker under the guidance of the Clinical Nurse Consultant/Registered Nurse.

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Bowel Care may be comprised of;

- Oral Aperients
- Suppositories
- Enemas and
- Colostomy/Osteotomies

**Box medication compliance aid** - a box with slots that can be filled with oral medication. It is divided into days and times. (It is commonly referred to as a Dossett Box)

**Catheter** - a medical term for a flexible or rigid hollow tube used to drain fluids from body cavities or to distend body passages, especially one for passing into the bladder through the urethra or abdomen to draw off urine. There are many types of catheters including:

- **Indwelling Catheter**
- **Suprapubic Catheter**
- **In/out Catheter**

**Competent** - having been trained and assessed by a registered nurse or enrolled nurse as competent to safely and appropriately perform a specified task.

**Customer** - the customer, Member or person receiving the support/service.

**DAA's** dose administration Aids

**Infection Control** - infection prevention and control measures aim to ensure the protection of those who might be vulnerable to acquiring an infection both in the general community and while receiving care due to health problems, in a range of settings. The basic principle of infection prevention and control is hygiene.

**Lifestyle Attendant** (support worker) - any person who is employed, hired, retained or contracted by the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service to provide care or other services that are not within the legal requirement for a registered nurse to deliver that service.

**Manager** – A person who is charged with the management of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service functions and employees.

**Medication** - 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

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has a label attached to it. The term also includes any over the counter medication or natural therapy products.

**Medication Endorsed Enrolled Nurse** - A person who has completed the prescribed educational preparation, demonstrated competence for practice, and is registered and licensed with the Australian Health Practitioner Regulation Agency (AHPRA) as a Enrolled Nurse

**Oral Medication** - any medication taken by mouth. This includes tablets in their whole form, crushed tablets and liquid medication

**Own medication** - prescription or over the counter medication for the participant.

**Registered Nurse (RN)** - A person who has completed the prescribed educational preparation, demonstrated competence for practice, and is registered and licensed with the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse. The Registered Nurse at all times works within their scope of practice as detailed by AHPRA. The RN provides the required training for new Lifestyle Attendants and may also provide clinical guidance to staff and Customers/Clients within the scope of practice in support of other health agencies and can be called upon for clarification if required.

**Service Provider** - the organisation funded and accountable for the delivery of attendant care or nursing services.

**Subcutaneous Injection (SC)** – an injection directly under the skin - It should be noted that this is considered a low risk area of injectables and is often, when possible, delivered by a Customer or family. The risk is very low as there are no significant blood vessels, muscles, ligament or organs that could be damaged in the process.

**Reasonable** – The appropriate standard or quality of objective decision-making that must be brought to bear when making an administrative decision.

**Topical** - creams, lotions and substances applied to the skin.

**Transdermal** - patches impregnated with medication applied to the skin

**Tracheotomy** - is an opening (made by an incision) through the neck into the trachea (windpipe)

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**Breaches of This Policy**

A breach of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service accept such an argument.

**DOCUMENTATION**

Documents related to this policy	
Related Procedures	P309 – Complex Needs Procedure
Forms, record keeping or other organisational documents	Q306 - Individual Support Plan