

High Intensity Daily Activities

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
2.0	September 2021	January 2022	December 2024

Responsibilities and Delegations

This policy applies to:	Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange and customers
Policy Approval	Policy Committee

Policy Context – this policy relates to:

Standards	<ul style="list-style-type: none"> National Standards for Disability Services (Standard 3 & 6) NDIS Practice Standards and Quality Indicators NDIS Reportable Incidents NDIS High Intensity Skills Descriptors
Contractual obligations	<ul style="list-style-type: none"> NDIS Department of Communities Department of Health – DSOA
Organisation policies	<ul style="list-style-type: none"> Risk Management Feedback and complaints Individual Needs Medication Management
Forms, record keeping, other documents	<ul style="list-style-type: none"> Easy Employer training records Customer care plans Incident Records Risk Assessment and Management Plans Medication Management Plan Mealtime Management Procedure Enteral feeding Procedure Lumary incident reporting work instruction

Policy

As a provider of High Intensity Daily Activities, Interchange recognises we are obligated under the NDIS Practice Standards to meet all of the requirements laid out in the NDIS High Intensity Skills Descriptors.

Interchange will ensure Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange are aware of, and possess, the skills and knowledge they need when delivering complex supports safely to our customers. High intensity daily activities represent some of the highest risks for customers, Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange and others. Interchange will ensure extra care is taken to develop the relevant skills required to provide a high level of support. These requirements are essential to ensure our Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange are supported and customers are provided supports with safety and dignity.

Procedure

- For all complex care needs Interchange will ensure that the following areas are addressed:
 - ✓ The appropriate health care practitioner is involved in the development of the care plan,
 - ✓ The customer care plan is regularly reviewed by a health practitioner who is appropriately qualified to oversee the particular high intensity support being provided,
 - ✓ A risk management and incident management framework, for example a seizure management plan, are recorded in customer record system,
 - ✓ Access is provided to training program for Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange to provide high intensity daily supports as required,
 - ✓ Records are kept of training and training documentation, and
 - ✓ Training is provided by a person who meets the relevant skills descriptors for the high intensity supports.

Worker training

- Interchange will ensure Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange who support customers with high intensity needs have received training that meets the relevant skills descriptors for the high intensity supports.

Enteral feeding and management (PEG Feeding)

- Interchange will ensure an individualised mealtime preparation and delivery plan is developed by relevant health practitioners who can explain and demonstrate specific requirements and that the need and consent for enteral feeding is confirmed.
- Each delivery plan includes information on how to:
 - ✓ Introduce food via tube,
 - ✓ Monitor the rate and flow of feeding,
 - ✓ Keep the stoma area clean and monitor and report infections,
 - ✓ Check the position of the tube,
 - ✓ Recognise and respond to symptoms that could require health intervention, and
 - ✓ Manage incidents including how to manage emergencies such as PEG blockages, dislodgement, infections, actions and escalations,

- ✓ When to review the mealtime plan.
- Support workers will:
 - ✓ Ensure training has been completed prior to providing support;
 - ✓ Follow specific feeding plan as prescribed by health practitioner;
 - ✓ Introduce food via tube;
 - ✓ Monitor the rate and flow of feeding;
 - ✓ Keep the stoma area clean and monitor and report infections;
 - ✓ Check the position of the tube;
 - ✓ Recognise and respond to symptoms that could require intervention and understand response to incident or emergency that require action
 - ✓ Complete incident reports as required.
- Interchange will ensure relevant Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange have received training in:
 - ✓ Personal hygiene and infection control procedures,
 - ✓ Procedures to respond to malfunction,
 - ✓ Basic anatomy of the digestive system,
 - ✓ Cleaning and maintenance procedures,
 - ✓ Stoma care requirements and procedures, and
 - ✓ Associated health conditions and complications that interact with enteral feeding,
 - ✓ Management of incidents including how to manage emergencies such as PEG blockages, partial or complete dislodgement, infections or autonomic dysreflexia

Managing diabetes

- Interchange will ensure that all customers who require assistance with managing their diabetes have a diabetes management plan that is overseen by a suitably qualified health practitioner.
- Each delivery plan includes information on how to identify and respond to hypoglycaemic and hyperglycaemic episodes and how to monitor blood sugar levels.
- Support workers will:
 - ✓ Support a person to implement their diabetes management plan;
 - ✓ Identify and respond to hypoglycaemic episodes;
 - ✓ Monitor blood sugar levels;
 - ✓ Calculate dose requirements; and
 - ✓ Administer medication, when required and training has been provided.
- Interchange will ensure relevant Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange have received training in:
 - ✓ Diabetes types 1 and 2,
 - ✓ Factors that can affect blood sugar level,
 - ✓ Methods of managing insulin levels,

- ✓ Common symptoms of low, high or unstable blood sugar levels, and
- ✓ Common complications and sources of expertise.

Seizure management

- Interchange will ensure that all customers with current seizure risks have an up-to-date seizure management plan and that the plan is overseen by a health practitioner.
- Each plan includes information on how to:
 - ✓ Identify and minimise exposure to seizure risk factors,
 - ✓ Observe the person for early indicators of seizure and take appropriate action as per seizure management plan,
 - ✓ Monitor and record seizure information,
 - ✓ Follow procedures and exercise judgement for when to call 000 emergency services, and
 - ✓ Administer PRN medication (for Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange trained and authorised to do so) in accordance with the seizure management plan.
- Support workers providing care to people who experience seizures will implement the following procedures:
 - ✓ Identify and minimise exposure to seizure risk factors;
 - ✓ Consult with the participant to identify and remove or minimise exposure to conditions that expose the person to risk e.g. risk of burns, falls etc.;
 - ✓ Observe the person to identify early indicators of seizure and take appropriate action;
 - ✓ Monitor and record seizure information;
 - ✓ Follow procedures and exercise judgement on when to call an ambulance and whether and how much PRN medication to administer; and
 - ✓ Demonstrate application of first aid including positioning and cardiopulmonary resuscitation.
- Interchange will ensure relevant Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange have received training in:
 - ✓ Impact of epilepsy on the person;
 - ✓ Seizure triggers and symptoms;
 - ✓ Appropriate seizure management and control;
 - ✓ Common methods of emergency management;
 - ✓ Epilepsy medication such as Midazolam if required to be administered.

Meal preparation and delivery

- Interchange will ensure that support workers who work with people who require mealtime assistance follow written meal preparation and delivery instructions, where applicable.
- Support workers will:
 - ✓ Read, interpret and implement mealtime management plans;

- ✓ Follow food preparation procedures;
 - ✓ Deliver food and monitor eating to identify and respond to risks; and
 - ✓ Arranging/supporting postural requirements.
- Interchange will ensure relevant Employees, Volunteers, Students and any individuals acting for and on behalf of Interchange have received training in:
- ✓ Signs and symptoms of swallowing and feeding difficulties;
 - ✓ Risks associated with eating and swallowing;
 - ✓ Food preparation requirements and methods for common conditions e.g. people with dysphagia.