DD's Compassionate Support Pty Ltd.

NDIS

Client Living Alone and Receiving Personal Care Support from a Sole Worker Procedure

Policy area	Service Delivery
Document type	Procedure
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Related policies	Client Living Alone and Receiving Personal Care Support from a Sole Worker Policy Duty of Care Policy Client Health and Wellbeing Policy Risk Management Policy Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Incident Management Policy Emergency and Disaster Management Policy Support Planning Policy Service Access and Exit Policy Service Delivery Policy Privacy Policy
Authority	NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct Aged Care Act 1997 Aged Care Quality and Safety Standards Aged Care Code of Conduct

PURPOSE

The purpose of this procedure is to explain how our organisation manages risks to clients who live alone and receive personal care support from one worker on a regular basis.

SCOPE

This procedure applies to all our workers (employees, contractors and volunteers).

DEFINITIONS

Term	Definition
Personal Care Support	The NDIS definition of this refers to assistance with, or supervision of daily personal activities. This includes: ● personal hygiene (e.g. showering, bathing, teeth-cleaning, dressing and grooming); ● toileting, bladder and bowel management and menstrual care; ● eating and drinking; ● use of aids and appliances, hearing and communication devices; ● mobility and transferring (e.g. moving in and out of bed and on or off the toilet); ● application of splints, basic first aid due to injuries sustained from disability or age.

CONTEXT

Our organisation recognises that clients who live alone, and in particular remotely, and who rely on the one worker for assistance with, or supervision of their daily personal care activities are more vulnerable and at higher risk than other clients who have more than one formal carer and other support networks. We will implement processes to:

● safeguard clients against violence, abuse, neglect, exploitation and discrimination;
● adequately monitor and supervise the sole worker to ensure they are acting in the best interests of the client and take appropriate action if they are not;
● suit the client's individual needs, abilities, circumstances, preferences and goals;
● escalate health-related issues, concerns and risks promptly as required;
● provide choice, control and self-determination;
● ensure they are culturally safe and communicated with in a language, mode and method they are most likely to understand ;
● uphold their privacy and dignity;
● promote community participation and engagement;
● enable independence and capacity-building where possible; and
● empower them to live their best life.

PROCEDURES

1. Identify and Plan Personal Care Support Needs

1.1   Discuss with the client, and seek their input, to identify their required and preferred support needs in accordance with the Service Agreement.

1.2   Discuss with the client, and seek their input, to determine how they want their personal care activities undertaken (e.g. how they like to be showered, how they like their hair brushed etc) and what times and days they prefer for each activity.

2. Identify Preferred Worker Attributes

2.1 Seek input from the client, and actively listen to them, for information about their preferred worker (e.g. male or female, language preference, cultural requirements, age group).

- Identify the specific skills that the worker will require to support the client.
- Review the current workers to find possible matches. If there is no match, engage a suitable worker (e.g. labour hire staff, recruitment etc).

3. Develop and Update Support Plan

3.1 Document detailed information in the Support Plan about the client's personal care support needs. Make sure the Support Plan is always accurate and up to date.

4. Risk Assessments

4.1 Complete the Safe Environment Checklist when you first visit the client's home to determine the safety of the environment for both the client and the worker.

4.2 Seek the client's input to complete the Individual Risk Assessment Profile.

4.3 Use the completed Individual Risk Assessment Profile to identify risk management strategies.

4.4 Discuss with client/family/alternate decision-maker/advocate/support coordinator to develop and finalise client risk management strategies and document this in the client's Support Plan.

5. Worker Training and Supervision

5.1 Manager/supervisor must:

- train the worker selected by the client in all aspects of the client's personal care support requirements;
- organise at least two 'buddy shifts' where the selected worker attends the care session with an experienced and trained worker;
- visit the client in their home every two months as a minimum.This meeting will identify risks or concerns and actions to be taken to ensure the client's health, safety and wellbeing (e.g. additional training of the worker, worker disciplinary action, change of worker);
- complete a Home Monitoring Visit Report during the home visits;
- document and report findings after each home visit.
- supplement the monthly or bi-monthly home visits with weekly or fortnightly phone contact as required; and
- provide ongoing monitoring and supervision of workers.

6. Client Feedback

6.1   Seek client feedback on the worker's performance at least every two months. Assist the client to provide this feedback, either verbally, via email or letter, or through the Complaints and Feedback Form or the Annual Participant Survey.

6.2   Make sure the client is aware they have the right to complain externally if they want to (e.g. to the NDIS Commission) and provide them with assistance, if requested, to do this.

SUPPORTING DOCUMENTS

Related procedures and forms include:

- Support Plan
- Support Plan – Easy Read
- Service Agreement
- Annual Participant Survey
- Individual Risk Profile Assessment
- Safe Environment Checklist
- Home Monitoring Visit Report
- Complaints and Feedback Form
- Risk Management Plan Register
- Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure
- Support Planning Procedure
- Service Access and Exit Procedure
- Service Delivery Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Emergency and Disaster Management Procedure
- Transition of Care Between Different Environments Procedure

RESPONSIBILITIES

The Director is responsible for:

- maintaining this procedure and associated documents;
- ensuring the procedure is effectively implemented across the service;
- monitoring worker compliance with the requirements of this procedure; and
- ensuring training and information is provided to workers to carry out this procedure.

All workers are responsible for complying with the requirements of this procedure.

COMPLIANCE

Deliberate breaches of this procedure will be dealt with under our misconduct provisions, as stated in the Code of Conduct.