



Support Plan Policy and Procedures

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated [PQSA] acknowledges the need for an individual holistic approach to service provision. Understanding how to plan appropriate support in consultation with all stakeholders in a client's care ensures PQSA's responsiveness to a client's individual needs and lifestyle choices.

Approved by: 	Date: October 2012
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The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under the *Association Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely Support Services and HomeCare+.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

SCOPE

Compliance with the policy is a condition of appointment for all persons engaged to provide services on behalf of HomeCare+ (HC+) a division of the Paraplegic and Quadriplegic Association of SA.

DEFINITIONS

Assessment: is the collection of relevant information based on an established criterion, relevant to the client's health support needs.

Carer: *"A person who through family relationship or friendship looks after a frail older person, or someone with a disability or chronic illness. Carers look after these people in the community or in their own homes".* [Department of Health and Aging 2006]

Clients – a person with a disability who receives services from any division of The Paraplegic and Quadriplegic Association of SA Inc.

Comprehensive Assessment – This term applies to the collection of required information and the cooperative health assessment undertaken by the HC+ Registered nurse in collaboration with the HC+ client and/or the representative and their primary support network – in conjunction with medical and allied health professionals – in preparation, development and implementation of the Support Plan and required Health Care Plans. This structured process provides the evidence for the delegation of health care tasks to support works for clients with level three (3) health care support needs.

Support Plan: *documents the steps to be undertaken by a support worker in providing support to the client. This Plan usually relates to various aspects of the client's life domains and activities. This Plan is usually developed...in consultation with the client and their support networks."* [DCSI, July ?????]

Health Care Plan – *form part of a Support Plan for a client. They provide information on the detailed management of specific health issues (eg epilepsy or asthma) for clients requiring Level 2 or Level 3 support. Health Care Plans are developed by medical and allied health professionals for use in a range of settings.*

Supervisor: This term refers to HC+ Divisional / Regional Manager or their deemed delegate; Client Service Officer, Team Leader, Registered Nurse.

Support Worker is a person who provides personal care assistance, activities of daily living assistance, community access support and/or aspects of health support.

"Support Workers are not licensed to practice nursing, medicine or any other health occupation requiring a license in South Australia and are therefore, not subject to any statutory regulation. Support Workers are subject to the same civil and criminal law sanctions, accountability for negligence, and competency measures, as the sector in which they are employed, as well as their employer. Support Workers are subject to the vicarious liability of their employer who are required to maintain appropriate Indemnity Insurance. [Direct Health Support of People with a Disability Guideline Oct 2011]"

RESPONSIBILITIES

HC+ is responsible for:

- ◆ Ensuring that all employees involved in the development and implementation of new or updated Support Plans are appropriately trained and kept up to date with government policies, guidelines, legislation, relevant professional standards and organisational policy and procedural requirements.
- ◆ The provision of adequate resources for appropriate staff, to enable timely and comprehensive assessment of client's support needs
- ◆ Upholding and maintaining accountability to funding bodies and individuals for their contractual obligations for a client's service, as documented in the Support Plan, including facilitation of the appropriate sharing of information
- ◆ The development, delivery and review of pre-employment and employee training of the Support Plans.
- ◆ Training of all Supervisors in the development and review of Support Plans.
- ◆ The Support Plan will contain the client specific information, in a language and style appropriate for use by support workers, which enables the provision of support, in the nominated environment where the assistance is required.

Clients [or their representative] are responsible for:

- ◆ The accuracy of the information supplied to HC+ supervisors in relation to their health and support needs for the development of their Support Plan.
- ◆ Ensuring that the hard copy Support Plan is read, understood and agreed with, thus confirmation of this is evident in the signed '*Support Plan Agreement Form*'
- ◆ Ensuring the hard copy Support Plan is able to be located in the workplace environment by HC+ support workers for information and reference.
- ◆ Advise changes and/or alterations to their health.
- ◆ *HC+ will ensure that services as documented in the client specific Support Plan, are planned and delivered in a timely manner which meets the client's individual physical, emotional, spiritual and social needs and which optimises the client's independence and participation.*

Supervisors are responsible for:

- ◆ Maintaining a high level of client knowledge to ensure the timely and accurate development and review, in collaboration with clients and other relevant stakeholders, of a Client Support Plan.
- ◆ The timely completion of the Support Plan and supporting documents [in hard and electronic versions] upon commencement of services.
- ◆ Providing, as required, Allied Health Professional's Health Care Plan[s].
- ◆ Ensuring documented evidence of communications with the HC+ client and/or their representative, HC+ staff and client's Funding body[s].
- ◆ Ensuring the Support Plan from other Agencies can be utilised and implemented within reasonable timeframes and with timely consent by HC+ Divisional Managers
- ◆ Determining the appropriateness of Support Worker knowledge and skills, required to meet the HC+ client's support needs in accordance with the Support Plan.
- ◆ Developing when appropriate HC+ documentation/records for HC+ clients.
- ◆ Acting upon reported changes and/or alterations to the client health or service which results in facilitating an immediate or ongoing review [s] of the client's Support Plan in a practicable, reasonable and timely manner.

Registered Nurse Consultant is responsible for:

- ◆ Working in collaboration with Supervisors to ensure the best health support for Level 3 clients.
- ◆ At the request of a supervisor undertaking a comprehensive assessment of client's health support needs prior to the commencement of service.
- ◆ Ensuring the provision of Allied Health Professional's required Health Care Plan [s] for the client's Support Plan.
- ◆ Assist Supervisor to determine the Support Worker competencies required to meet the client specific health needs in accordance with the individualised Support Plan.
- ◆ Ensuring Support Workers have been trained, assessed and are deemed competent to undertake client specific health care procedures, In accordance with the client's Support Plan.
- ◆ Acting upon reported changes and/or alterations to the client's health which result in immediate or ongoing review [s] of the client's Support Plan in a practicable, reasonable and timely manner.

Support Workers (including ESW) are responsible for:

- ◆ Reading and following Support Plan instructions.
- ◆ Contacting supervisors to report the absence of a client's Support Plan
- ◆ Reporting, verbally and in writing (Confidential Client Incident Report), to their Supervisor if there are concerns, issues or uncertainties with regard to the information and instructions contained within the Support Plan
- ◆ Seeking assistance from Supervisors, if unsure about any duties or tasks they are required to undertake to meet the individual client's support needs as documented in the Support Plan.
- ◆ Following all advice and instructions given by HC+ Supervisor

POLICY

HC+ encourages clients to participate and manage the service provision they require, to ensure they retain control of all aspects of their life and environment. HC+ will manage this support in a manner that enables clients to maintain their self-determination, dignity, individuality and lifestyle choices. Support Plans will reflect these choices where reasonably practicably.

The Support Plan is designed to provide Support Workers with a comprehensive, easy to follow set of instruction to perform their duties. It should give Support Worker's the best understanding of the client's individual support needs.

HC+ will respect the Client's right to privacy and confidentiality and their right to direct their own life.

PROCEDURES

- Initial assessments will occur for each new referred client. The New Client Initialisation Form and Classification Tool will be used for initial assessments and prior to the formal development of client's individual Support Plan.
- When the client or their representative nominates HC+ as their service provider, the client and/or their representative will enter into a collaborative and cooperative communications for the development of an agreed Support Plan.
- HC+ will utilise a consultative process to meet the specific individualised support needs of each client, based on an assessment carried out by the HC+ Supervisor and/or the comprehensive health assessment by the Registered Nurse Consultant – along with any or all Health Care Plans contributed by Medical / Allied Health Professionals.

- The consultative process will include the collection of client specific information: including but not exclusive to: the specific client's strengths, support needs, special needs and preferences. This will ensure that the Support Plan remains consistent with the client's individual support needs and lifestyle choices, as well as a reflection of the service being provided by HC+.
- Within this consultative process; privacy and confidentiality will be respected and discussed with the client and/or their representative and the Support Plan Agreement Form signed accordingly.
- The formulation of the Support Plan will vary according to the level of care required but may, but not limited to the inclusion of:-
 - Client Details – Family/Social Supports, Living Arrangements and access, Medical/Allied Health
 - Disability/Health Information including relevant health/medical history, Allergies
 - Medication Plan
 - Diabetes Care Plan
 - Asthma Care Plan
 - Seizure Care Plan
 - Behaviour Care Plan
 - Anaphylaxis Care Plan
 - Communication Plan
 - Mobility Plan
 - Transfer Plan
 - WHS Guidelines
 - Guidelines In The Event That The Client Falls
 - Personal Hygiene and Skin Care Plan, Dressing and Grooming
 - Nutrition Plan
 - Oral Intake Plan
 - Bladder Plan
 - Bowel Plan
 - Domestic Cleaning Plan
 - Shopping/Bulk Cooking Plan
 - Community Based Activities Plan
 - Shift Routine
 - Respite Plan
 - Accommodation Plan
 - Palliative Plan
 - Recreation Plan
 - Independent Living Skills Plan
 - Mentoring Plan
- HC+ will respect and reflect the cultural and spiritual needs of the client and will access translating services and culturally specific advocacy agencies when appropriate or required.
- The Support Plan will include Workplace Health and Safety issues and specific manual handling needs, and will reflect hazards and risks and any safety / control measures which have been put in place. These will be determined, as far as practicable, with input from the client and/or their representative, the support workers and the HC+ Supervisor.

- The Support Plan will be reviewed at twelve [12] month intervals for adults and children or whenever there is a change in the Client's support needs.
- Authorised Support Plan [with amendments and/or accompanying documents] remains the property of HC+. Intended for use by HC+ support workers, for the specific client for whom it is developed
- Must remain in the environment in which HC+ support workers provide support.
- Hard and electronic copies remain in the HC+ office.
- In the event of other agencies being involved with the client, HC+ may negotiate with management approval may share relevant information to allow optimum provision of care.
- *All support plans must be endorsed (signature and date)*

RELATED LEGISLATION

- ◆ Standard 1, Service Access – Disability Service Standards
- ◆ Standard 2, Individual Needs – Disability Service Standards
- ◆ Standard 3, Decision Making and Choice – Disability Service Standards
- ◆ Standard 4, Privacy, Dignity and Confidentiality – Disability Service Standards
- ◆ Standard 7, Complaints and Disputes – Disability Service Standards
- ◆ Standard 8, Service Management – Disability Service Standards
- ◆ Standard 11, Staff Recruitment, Employment and Training – Disability Service Standards
- ◆ Standard 12, Protection of Human Rights & Freedom from Abuse – Disability Service Standards
- ◆ Direct Health Support Of People with a Disability Policy
- ◆ Direct Health Support Of People with a Disability Guideline

SUPPORTING PQA DOCUMENTATION

- ◆ Support Plan Template – version 2012
- ◆ HC+ Classification Tool
- ◆ Client Initialisation Template
- ◆ Client Confidential Incident Report Form
- ◆ Support Worker Training Policy
- ◆ Hazard Report Form
- ◆ Support Plan Agreement forms
- ◆ Confidentiality and Privacy form
- ◆ Classification of Client Levels Policy and Procedures
- ◆ Client Home OHS&W Assessment Form Procedures
- ◆ HC+ Client Handbook
- ◆ Standard Operating Procedures
- ◆ PQA Mission Statement
- ◆ PQA Value Statement
- ◆ Privacy Statement

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 PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.