

PRACTICE EXCELLENCE POLICY HIGH-INTENSITY DAILY PERSONAL ACTIVITIES

1. POLICY PURPOSE:

This policy outlines our responsibilities when providing supports and services to clients who require high-intensity daily personal activities. This policy supports us to apply the NDIS Practice Standards, in particular the High Intensity Daily Personal Activities Module.

2. POLICY SCOPE:

This policy applies to all paid staff, contract workers, temporary agency workers, students on placement and volunteers. Staff are expected to be familiar with and apply this policy in all their actions. This policy is owned by the Chief Executive Officer

3. POLICY CONTEXT AND STATEMENT:

We recognise all people with disability have human and legal rights which should be respected at all times. We promote and protect those rights as an integral component of each and all our services. Our clients are at the centre of our thoughts, our actions, our service intent, expectations and experiences.

This policy supports us to achieve our responsibilities when providing supports and services to clients who require high-intensity daily personal activities by ensuring:

- each client requiring complex bowel care receives appropriate support relevant (proportionate) to their individual needs;
- each client requiring enteral feeding and management receives appropriate nutrition, fluids and medication, relevant and proportionate to their individual needs;
- each client with a tracheostomy receives appropriate suctioning and management of their tracheostomy relevant and proportionate to their individual needs;
- each client with a catheter receives appropriate catheter management relevant and proportionate to their individual needs;
- each client requiring ventilator management receives appropriate support relevant and proportionate to their individual needs and the specific ventilator used;
- each client requiring subcutaneous injections receives appropriate support relevant and proportionate to their individual needs and specific subcutaneous injections and medication administered; and
- each client requiring complex wound management receives appropriate support relevant and proportionate to their individual needs.

4. ROLES AND RESPONSIBILITIES:

4.1 Minda Board

- Ensures there is an organisation-wide approach to the provision of high-intensity daily personal activities.

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- Ensures there are effective organisation-wide systems in place for managing and governing all aspects of high-intensity daily personal activities.

4.2 Chief Executive Officer and Executive Team:

- Promote a culture of shared responsibility for the effective provision of high-intensity daily personal activities.
- Regularly evaluate and review risks and other relevant information in relation to the provision of high-intensity daily personal activities.
- Delegate the day-to-day responsibility for ensuring the activities related to this policy are implemented and monitored by the relevant senior managers
- Ensure there are appropriate escalation processes in place for high-intensity daily personal activities that could result in substantial liability and/or have the potential to come to the attention of the Chief Executive Officer.

4.3 Senior Managers and Managers:

- Have responsibility for ensuring the activities related to this policy are implemented and monitored.

4.4 Employees, Contractors, Volunteers, and Students will:

- Adhere to the principles and aims of this policy and its related procedures and guidelines.

5. LEGISLATIVE REQUIREMENTS:

Commonwealth Legislation

- Privacy Act 1988
- National Disability Insurance Scheme Act 2013
- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018
- National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- National Disability Insurance Scheme (Restrictive Practices and Behavioural Support) Rules 2018
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

South Australian Legislation

- Disability Inclusion Act 2018 (SA)
- Disability Inclusion (NDIS Worker Check) Regulations 2020 (SA)

6. SUPPORTING DOCUMENTS AND ADDITIONAL INFORMATION:

Internal Resources:

All High-Intensity Daily Personal Activities documents are available via Practice Excellence Framework and Minda internal SharePoint site

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7. KEY PERFORMANCE INDICATORS (KPI), RECORDS, AUDIT:

7.1 Demonstration of compliance with this policy will include:

7.1.1 Complex Bowel Care

- Each client is involved in the assessment and development of the plan for their complex bowel care management. With their consent, the client's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure client wellbeing.
- Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each client receiving complex bowel care.
- All workers working with a client requiring complex bowel care have received training, relating specifically to each client's needs, type of complex bowel care and high intensity support skills descriptor for providing complex bowel care, delivered by an appropriately qualified health practitioner or person that meets the high intensity support skills descriptor for complex bowel care.

7.1.2 Enteral (Naso-Gastric Tube – Jejunum or Duodenum) Feeding and Management

- Each client is involved in the assessment and development of the plan for their enteral feeding and management. With their consent, the client's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure client wellbeing.
- Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each client who has enteral feeding needs.
- All workers working with a client who requires enteral feeding have completed training, relating specifically to each client's needs, type and method of enteral feeding and regime, and high intensity support skills descriptor for enteral feeding, delivered by an appropriately qualified health practitioner or person that meets the high intensity support skills descriptor for enteral feeding.

7.1.3 Severe Dysphagia Management

- With consent, each client's individual severe dysphagia management needs are regularly reviewed and assessed by appropriately qualified health practitioners, including when needs change or difficulty is observed.
- Each client requiring severe dysphagia management is involved in the assessment and development of their severe dysphagia management plan. The plan identifies:
 - their individual needs and preferences (such as for food, fluids, preparation techniques and feeding equipment); and
 - how risks, incidents and emergencies will be managed to ensure their wellbeing and safety, including by setting out any required actions and plans for escalation.
- Appropriate policies, procedures, and training plans are in place in relation to the support provided to each participant requiring severe dysphagia management.

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- All workers responsible for providing severe dysphagia management to clients have received training, relating specifically to each client's needs, managing any severe dysphagia related incident, and the high intensity support skills descriptor for severe dysphagia management, delivered by an appropriately qualified health practitioner with expertise in severe dysphagia management.

7.1.4 Tracheostomy Management

- Each client is involved in the assessment and development of the plan for their tracheostomy suctioning and management. With their consent, the client's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure client wellbeing.
- Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each client with a tracheostomy.
- All workers have completed training, relating specifically to each client's needs, managing any tracheostomy related incident and high intensity support skills descriptor for providing tracheostomy care (without ventilation) and supporting a person dependent on ventilation, delivered by an appropriately qualified health practitioner or person that meets the high intensity support skills descriptor for tracheostomy suctioning and management.

7.1.5 Urinary Catheter Management (*In-dwelling Urinary Catheter, In-out Catheter, Suprapubic Catheter*)

- Each client is involved in the assessment and development of the plan for management of their catheter. With their consent, the client's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure client wellbeing.
- Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each client with a catheter.
- All workers have completed training, relating specifically to each client's needs, type of catheter and high intensity support skills descriptor for catheter changing and management, delivered by an appropriately qualified health practitioner or a person that meets the high intensity support skills descriptor for urinary catheter changing and management.

7.1.6 Ventilator Management

- Each client is involved in the assessment and development of the plan for their ventilator management. With their consent, the client's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure client wellbeing.
- Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each client who is ventilator dependent.
- All workers have completed training, relating specifically to each client's ventilation needs, managing a related incident and the high intensity support skills descriptor for ventilator management, delivered by an appropriately qualified health practitioner or person who meets the high intensity support skills descriptor for ventilator management.

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7.1.7 Subcutaneous Injections

- Each client is involved in the assessment and development of the plan for their subcutaneous injections which includes dosage measurement and calculation. With their consent, each client's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure client wellbeing.
- There are documented written or phone orders by the health practitioner prescribing the medication that trained workers may administer by subcutaneous injection.
- Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to clients requiring subcutaneous injections and related medication.
- All workers have completed training, relating specifically to the client's injection and medication needs and high intensity support skills descriptor for subcutaneous injections, delivered by an appropriately qualified health practitioner or person that meets the high intensity support skills descriptor for subcutaneous injections. Workers must also have a basic understanding of the client's related health condition.

7.1.8 Complex Wound Management

- Each client is involved in the assessment and development of the plan for their complex wound management. With their consent, the client's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure client wellbeing.
- Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each client requiring complex wound management.
- All workers working with a client requiring complex wound management have received training, relating specifically to the client's needs that are affected by their wound management regime (for example, showering, toileting and mobility) and high intensity support skills descriptor for providing complex wound management, delivered by an appropriately qualified health practitioner or person that meets the high intensity support skills descriptor for complex wound management.

7.2 Audit & Review

- This policy is subject to internal and external audit
- This policy will be reviewed and updated as required by our document management processes or as legislation requires.

8. DEFINITIONS:

For the purpose of this procedure the following definitions apply:-

Word	Definition
Human rights	are often defined in different ways. The Australian Human Rights Commission

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	<i>defines human rights as:</i> <i>-the recognition and respect of people's dignity</i> <i>-a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living</i> <i>-the basic standards by which we can identify and measure inequality and fairness</i> <i>-those rights associated with the Universal Declaration of Human Rights.</i>
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9. Document Approval:

Approved by: Kym Shreeve, Chief Executive Officer

Date: 10/09/2021