

Health Support Training and Competency Based Assessment of Support Workers

One agency's approach to
assessing client need



Leveda

- Accommodation and community support service in the north and north east of Adelaide
- Support individuals with a disability and complex support needs
- Provide accommodation support, mainly group homes, a centre based respite service and a community support service that provides what individuals ask for e.g. recreation, skills training and in some instances in home support



Leveda Cont'd

- Have over 40 clients with level 3 support needs
- More than half of our clients have level one/two support needs only
- Employ over 180 staff who provide direct support to clients and need to be trained and supported in line with this policy



Not as hard as you may think

Feedback from service providers indicates:

- they are unsure of the different levels of health support and how to determine them
- concern that may have a client with level 3 health care needs and feel overwhelmed by this prospect
- unsure who to contact if require the support/advice of a Registered Nurse



Leveda's Policy & Procedures

Covers all aspects of health support not just related to this policy. For example:

- support to access health professionals and live a healthy lifestyle
- clear guidelines to staff on action to take
- medication error reporting
- Support for a client in hospital



Assessment of client health support needs and determination of level of health support

- Following confirmation of a client's eligibility for services Leveda will need to make a determination of the client's health support level
- To determine the level of health support Leveda will conduct the Health Support Risk Assessment for each client. (refer Guidelines, page 11)



When determining the level of support it is important to collect as much information as possible for example:

- Does the person have health care plans in other environments such as school or at their day service/work? This information is very valuable as it gives a very clear indication of the person's needs and a good starting point.



When determining the level of support it is important to collect as much information as possible for example (contd):

- What do such plans tell you and are they applicable across the environments Leveda will be supporting the person. A health care plan from school may not have adequate information for a service that operates overnight.
- What other agencies are involved in supporting the person



When determining the level of support it is important to collect as much information as possible for example: (cont)

- Does the person have seizures, suffers from asthma or have diabetes
- Does the person have a condition which indicates they may require a plan such as Osteogenesis Imperfecta
- Does the client have any known first aid needs
- What are staff observations of the persons needs
- Does the person take any medication



Medication & Health Information Form

- Fill in the form which is Appendix 3 of the Leveda Policy
- [Medication & Health Info Form.doc](#)

If you answered yes to any of the questions in the form:

- take the relevant Health Plan Proformas with you to your Health Professional
- You and your Health professional can complete them together



Health Proformas

- Available at <http://www.decs.sa.gov.au/speced2/pages/health/chessPathways>
- Designed for use in education, child/care and community support services including respite, work and home.
- Developed and reviewed regularly by education and health professionals to ensure best current practice
- At any time one in three children will have a health issue that requires a plan



Health Proformas (cont)

Cover a range of health areas such as:

- Epilepsy and seizure management
- Diabetes
- Allergy and Anaphylaxis
- Cystic Fibrosis

Also cover other areas which are not related to this policy but may be of assistance:

- oral eating and drinking
- transfers and positioning.



Care Plan and First Aid Flow Chart Examples

[Seizure care Proforma.doc](#)

[Seizure FirstAid Proforma.pdf](#)

[Asthma care Proforma.doc](#)

[Asthma FirstAid Proforma.pdf](#)



Health Support Risk Assessment Form

When all the information is collected i.e.:

- Medication & Health Information Form
- Plans from other settings
- Notes from meeting
- Proformas/Care Plans

Complete the Health Support Risk
Assessment Form (page 11 of the guidelines)

[Health Support Risk Assessment Form.doc](#)



If all *yes* ticks

- If you ticked *yes* to all questions on the Health Support Risk Assessment Form then combine the information into a Health Support Plan
- This could be as simple as placing all of the care plans/proformas into a folder and saying this is the health support plan all staff must follow.
- Other details could include the contact details to address any queries or concerns and how the folder is to be stored and updated.



Calling a Registered Nurse

- If you ticked *no* or *unsure* to one or more questions on the Health Support Risk Assessment Form call the Registered Nurse
- For Leveda this is RDNS
- In most cases the need for involvement of an RN will be clear. It is important to seek advice when needed.
- Build confidence over time.



Do I need to use Proformas?

- There is no stipulation to use the DECS/CHESS Care Plans/Proformas or the system that has been presented
- Why use them?
 - Easier if there is consistency across agencies to assist portability of information
 - Need to be evidence of the processes and information you have used for decision making about care provided
 - Information regularly reviewed and updated to reflect best health practice

