

Health Support Training and Competency Based Assessment of Support Workers

The Policy and Guidelines
A summary



Government of South Australia
Department for Families
and Communities



Government
of South Australia
Children, Youth and
Women's Health Service



Policy

- This policy provides a framework to ensure the provision of health support to people with disabilities including individuals who have complex health support needs
- It also sets standards for individuals who may require support with their health but whose health needs are not complex



Risk-Management

- This policy framework is intended to provide a risk management structure to ensure agencies have in place systems to ensure client health support needs are assessed,
- appropriate plans developed based on the assessment and
- support workers trained to meet health care needs.



Scope

- This policy refers to the provision of health support to people with a disability living in a community setting in South Australia whose health support needs are met by a support worker.
- e.g. a support worker may assist a person with their medication, provide first aid when a person has an epileptic seizure or assist a person with nutrition via a gastrostomy.



3 LEVELS OF HEALTH SUPPORT

- **Level 1**

Client has no health support needs

- **Level 2**

Client has health support needs that require the use of *Health Care Plans* developed by the client's health professional, e.g. General Practitioner (GP), medical specialist, etc



3 LEVELS OF HEALTH SUPPORT

■ Level 3

Client has health support needs that require a comprehensive individualised *Health Plan* (developed by a RN). The support worker and the client require ongoing access to support from a health professional.

Opportunity to explore the different levels later



STEPS IN THE PLANNING AND DELIVERY OF HEALTH SUPPORT

- Liaise with the client and/or their carer/family
- Clarify whether the client has any health support needs
- Clarify whether the health support needs are level 2 or level 3



For clients requiring level 2 health support, undertake the following :

- Clearly document identified health support needs and the rationale underpinning why the decision was made for level 2 or level 3 health support
- Ensure the development of a *Health Support Plan*.
- Undertake an *Environmental Assessment* if required.



For clients requiring level 2 health support, undertake the following

- Monitor and review the client's health support needs, medical documentation and support worker competency so as to ensure that identified needs remain within the assessed health support level and that support provided is appropriate.
- Ensure that all key stakeholders are in agreement with the support to be provided.



For people requiring level 3 health support, undertake the following:

- Undertake steps as for Level 2
- Engage RN for the development of a *Health Plan* and the training, support and competency based assessment of support workers
- Undertake other requirements stipulated in the *Roles and Responsibilities* section of the guidelines.



HEALTH SUPPORT RISK ASSESSMENT

- Most clients are likely to fit into the level 1 or level 2 areas of health support
- A small number of clients will have health needs that determine that they require additional support at level 3



HEALTH SUPPORT RISK ASSESSMENT

- The opportunity will be provided to work through scenarios and practice the risk assessment
- Often this is a matter of confidence and many service providers find this aspect the most daunting



ROLES AND RESPONSIBILITIES

- There are shared professional accountabilities by the various stakeholders associated with the Health Support
- The guidelines outline the responsibilities of each party
- Stakeholders include; provider agency, funding body, registered nurse, client/family



SUPPORT WORKER TRAINING

- Training requirements vary depending on the level of health support of the client
- The requirements are outlined in the guidelines
- It is imperative that agencies ensure their staff have the prerequisite training requirements for the levels of support and also specific health training as dictated by client need

