KindCare
Individual Support
Policy and Procedure



Individual Support Policy and Procedure

Policy Statement

KindCare is committed to providing a high level of support and care to clients.

Service Delivery Model

KindCare uses two main service delivery models, for its two care service streams.

Aged Care Services

Aged care services include home and community care, assisted living and residential care. Aged care services are delivered under the ***Consumer Directed Care (CDC)*** model.

CDC is a service delivery model which allows care services to be customised to the individual's needs to create unique home care packages

CDC offers the following benefits to the client/person receiving care:

- The client is able to choose the care and services they access, how they are delivered and the service provider
- The client is involved in the planning process and can communicate their goals and needs
- The client is involved in the development of their own individual care plan
- The client can decide on their level of involvement in ongoing care management
- Care is provided under an individual budget and the client can receive updates on expenditure
- The service provider is responsible for ongoing monitoring and completing formal reviews of the package to ensure is continues to meet the client's needs

Staff are required to negotiate the following home care package features with clients:

- The amount of involvement the client wants to have in managing home care package
- The amount of money available to fund the client's care and services
- The costs of the client's care and services
- The fees and charges in relation to the care and services provided to the client

Disability Services

Disability services include home and community care, assisted living and residential care. Disability services are delivered under the ***National Disability Insurance Scheme (NDIS)***.

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The NDIS is a service delivery model which allows clients with disabilities to access support services, which are provided taking a 'lifetime' view of the client's needs

The NDIS offers the following benefits to the client/person receiving care:

- The client is able to maintain their exiting informal support arrangements, such as receiving support and care from carers, family or friends
- The client is able to access general local community support services and supports, such as libraries, sports clubs, charities, or community groups.
- The client is able to access funding for support services
- The client is able to access mainstream support services from professionals such as doctors or teachers

Staff must with clients face to face to develop a plan for services and support, and provide a single point of contact for the client.

Providing Support

Support workers may provide a range of support to client. Support should be tailored to the client, based on their preferences and strengths.

Typically support will include a combination of the following tasks, as required by the client:

- **Bedroom**
  - Assist client with getting in/out of bed
  - Make client's bed
  - Change linen on client's bed
- **Bathroom**
  - Assist client with bathing
  - Assist client with toileting
  - Assist client with grooming
  - Clean sink, tub, toilet, and surfaces
- **Personal Care**
  - Assist client with dressing
  - Assist client with transferring
  - Assist client with walking
- **Meals**
  - Plan menus for/with client
  - Prepare and serve meals
  - Assist client with feeding
  - Wash, dry and store dishes and utensils
  - Clean sink, stove, counters, refrigerators
- **Household**
  - Empty and take out rubbish
  - Wash, dry and fold laundry
  - Clear, dust and tidy surfaces
  - Sweep or vacuum floors
  - Mop rooms in use
  - Complete outdoor/yard work
  - Run errands
- **Shopping**
  - Prepare shopping list
  - Buy groceries
  - Store/put away groceries
- **Transportation**
  - Assist client to access social activities
  - Assist client to access doctor's appointments
  - Assist client to access other activities (religious, etc.)
- **Social activities**
  - Read to client
  - Play games with client
  - Visit with client (conversation)

Preparing for home and community support

Prior to attending home and community care support sessions, support workers should prepare the paperwork which will be needed during the session 9or which may be needed in the event of accidents, emergencies and incidents in the home). Support workers should have copies of the following documents (printed, or electronic copies on a portable device such as a tablet, laptop, etc.) with them:

- A copy of the KindCare Client Support Checklist
- A completed copy of the KindCare Personal Care Risk Assessment Form (pre-completed)
- A copy of the KindCare Client Case Notes
- A copy of the KindCare Accident or Incident Report in case of emergencies

Greeting clients (home care)

When entering a client's home, support workers should always knock and introduce themselves. Support workers should remember that the care environment is a client's home and personal space, and treat the environment with respect and sensitive.

Assembling Equipment

Any equipment required for support, should be set up, ideally prior to the support being provided. All parts should be physically sound and clean and be thoroughly checked before assembling. Support workers should check that all parts are present and none are missing before commencing assembly.

Any defects or missing parts should be reported.

Providing Translators

Clients who do not have fluent English skills, must be provided with a translator during any appointment or decision making process.

Reporting Concerns

Support workers should report concerns, such as variations in a person's physical condition, or wellbeing or indications that the person's physical situation is affecting their wellbeing to supervisors.

Support workers should also report possible indicators of abuse or neglect and report following the ***KindCare Work Health and Safety Policy and Procedure*** available at www.myworkplaces.com.au/m4t7a.

Home Care Greeting Process

The following steps should be completed when greeting clients in their own homes:

1. Knock on the client's door
2. Ask for the client (when it is not the client who answers)
3. Greet the client;
    - Using an accepted workplace greeting which is used for all clients (e.g. "How can I help")
    - Using culturally appropriate greetings and salutations (e.g. "Konnichiwa" is a Japanese greeting meaning 'Good day", or "As-salamu alaykum" is an Arabic greeting meaning "Peace be upon you")
4. State your name, and *(if a new client, or client with memory problems, where they are from)*
5. Explain what you will be helping the client with

Showering Process

The following steps should be completed when showering clients who require assistance:

1. Before the shower, prepare the bathroom:
    - Access any bathing tools that are required (soap and any bathing products preferred by the client *(e.g. lotions, powders, etc.)*, wash/face cloth, towels, clean clothes)
    - Close any doors/curtains/etc. to protect the client's privacy
    - Check and/or adjust the temperature in the room to ensure the client will be comfortable while showering
2. Wash your hands following the Hand Washing Process
3. Ask/assist the client to get undressed
4. *When applicable, set up a showering chair and transfer the client:*
    - Put the showering chair into position *(when mobile chairs are used, engage the brakes)*
    - Transfer the client into the chair *(refer to the KindCare Work Health and Safety Policy and Procedure)*
    - Use a towel to cover the client to ensure their privacy until they are ready to shower
    - *When using mobile showering chairs, move the client into the shower and reengage the brakes*
5. Run the water for the shower and check that the temperature is comfortable for the client
6. *If the client requires assistance with washing:*
    - Ask/assist the client to wash their face, wiping from the inside of each eye to the ear and washing behind and (gently) inside the ears
    - Ask/assist the client to wash their torso and limbs, including skin folds and between toes and fingers
    - Ask/assist the client to wash their genital and anal area, using gentle downward strokes from front to back
7. Turn the shower off and assist the client out of the shower
8. Towel dry each part of the client's body (patting, not rubbing)
9. Apply any lotions or powders which are preferred by the client
10. Assist the client to get dressed

Bed Bathing Process

The following steps should be completed when providing bed baths to clients:

1. Before the bed bath, prepare the area:
    - Access bathing tools (soap and any bathing products preferred by the client *(e.g. lotions, powders, etc.)*, wash/face cloth, towels, stand for basin *(e.g. a chair)*, clean clothes)
    - Close doors/curtains/etc. to protect the client's privacy
    - Check and/or adjust the temperature in the room to ensure the client will be comfortable
2. Wash your hands following the Hand Washing Process at body temperature (37°)
3. Put water into the basin, and check with the client that it is a comfortable temperature
4. Assist the client to undress above the waist, encouraging the client to participate
    - Leave the client in light clothing (e.g. night dress) or cover with towels
    - Leave lower body clothing on while washing above the waist
5. Wash the clients face, encouraging them to assist as much as possible
    - Ask the person to close their eyes and wipe from the inner corner of the eye to the ear
    - Wash behind and (gently) inside the ears
    - Towel/pat dry each the face after washing
6. Wash the client's torso and limbs, encouraging them to assist as much as possible
    - Ensure washing includes skin folds and between toes and fingers
    - Assist the client to roll onto their side to access the back of the torso
    - Towel/pat dry each part of the body after washing
7. Apply any preferred lotions or powders that are used above the waist
8. Assist the client to dress above the waist, encouraging the client to participate
9. Assist the client to undress below the waist, encouraging the client to participate
    - Leave the client in light clothing (e.g. night dress) or cover with towels to ensure their privacy
    - Leave upper body clothing on while washing below the waist
10. Wash the client's genital and anal area
    - Ask/assist the client to lie on their back
    - Place a towel under the buttocks
    - Ask/assist the client to bend their knees up
    - Use gentle downward strokes from front to back
11. Apply any preferred lotions or powders that are used below the waist
12. Assist the client to dress below the waist

Hair Care Process

The following steps should be completed when providing hair care to clients:

1. Prepare the client and tools:
    - Access hair care tools (brush, comb, any products preferred by the client, hair ties/clips/pins)
    - Arrange a place for the client and support worker to sit where the client's head is at a comfortable height for the support worker to reach once seated
    - Ask/assist the client to sit down
2. Ask the client how they would like their hair done
3. Brush and style the client's hair, using gentle brush strokes

4. Pack away hair care tools and wash your hands following the Hand Washing Process

Nail Care Process

The following steps should be completed when providing nail care to clients:

1. Prepare the client and tools:
    - Access nail care tools (alcohol wipes, nail clippers or scissors, nail file, moisturiser, towel)
    - Access Personal Protective Equipment (PPE), including disposable gloves
    - Arrange a place for the client and support worker to sit where the client's hands/feet (as applicable) are at a comfortable height for the support worker to reach once seated
    - Assist the client to sit down
2. Place a towel underneath the client's hands/feet
3. Wash your hands following the Hand Washing Process at body temperature (37°) and put on disposable gloves
4. Cut each nail straight across, removing only the dead (white) part of the nail
5. File each nail to remove sharp corners
6. Moisturise the area around the nail bed
7. Clean any tools used with alcohol/alcohol wipe to prevent infections in later use

Shaving Process

The following steps should be completed when shaving a client's face:

1. Prepare the client and tools:
    - Access shaving tools (warm cloth, shaver (electric when possible), aftershave and/or face cream)
    - Arrange a place for the client and support worker to sit where the client's face is at a comfortable height for the support worker to reach once seated
    - Ask/Assist the client to sit down
2. Prepare the clients skin, which can include:
    - Placing warm towel over the clients face for several minutes to soften the skin
    - Appling shaving cream
3. Shave the clients face
    - Pull the client's skin smooth/firm with one hand while shaving with the other
    - Shave against growth/the grain
4. Apply aftershave and/or face cream to the shaved area
5. Pack away shaving tools and wash your hands following the Hand Washing Process

Tooth Brushing Process

The following steps should be completed when brushing client's teeth:

1. Wash your hands following the Hand Washing Process
2. Prepare the client and tools (including PPE):
    - Access tools (toothbrush, toothpaste, small towel)
    - Access Personal Protective Equipment (PPE), including disposable gloves

- Arrange a place for the client and support worker to sit where the client's face is at a comfortable height for the support worker to reach once seated
- Ask/Assist the client to sit down
- Place a small towel around the client's chest and shoulders

3. Wet toothbrush and apply toothpaste
4. Brush the client's teeth or encourage them to brush their own teeth. When brushing a client's teeth for them:
   - Use small circular motions
   - Brush all teeth, front and back
   - Be gentle
5. Provide a cup of water and allow/assist the client to rinse
6. Rinse toothbrush and put away

Denture Cleaning Process

The following steps should be completed when cleaning client's dentures:

1. Wash your hands following the Hand Washing Process
2. Prepare the tools for cleaning (including PPE):
   a. Access tools (paper towels, denture cup, toothbrush, wash cloth, denture glue/powder)
   b. Access Personal Protective Equipment (PPE), including disposable gloves
   c. Place a wash cloth in the sink where the dentures will be washed (to avoid damage if dropped)
   d. Arrange a place for the client and support worker to sit where the client's face is at a comfortable height for the support worker to reach once seated
   e. Ask/Assist the client to sit down
   f. Set out a denture cup
   g. Place paper towel around the client's chest and shoulders
3. Ask/assist the client to remove their dentures.
   a. To assist clients to remove dentures, place your thumb behind the front teeth and apply pressure to push up and out (towards the nose)
4. Ask/assist the client to put the dentures in a denture cup
5. Assist the client to clean up
   a. Provide a wash cloth and allow/assist the client to wipe their chin
   b. Provide a cup of water and allow/assist the client to rinse their mouth
6. Wash the dentures:
   a. Wash with cold water
   b. Brush with a soft toothbrush
7. Return dentures to denture cup (rinse cup before replacing)
8. Replace dentures or store in a cup of cold water. When replacing dentures apply denture glue/powder as needed.

Feeding Process

The following steps should be completed when feeding clients:

1. Wash your hands following the Hand Washing Process
2. Prepare the client and tools:



- Access feeding utensils (plate, cup, cutlery, etc.)
- Access any feeding aids that are required *(e.g. modified cups and mugs, utensils with larger handles, added weight utensils, plates with non-slip surfaces, plates that have clear walls attached, containers that can be opened with one hand, etc.)*
- Ask/assist the client to wash their hands
- Ask/assist the client to sit comfortably in an upright position

3. Prepare the clients food for feeding. This can include cutting food into small pieces, placing a straw in drinks, or adding thickeners to liquids
4. Ask the client what they want to eat and whether to combine any foods
5. Feed the client slowly, giving small mouthfuls at a time
6. Provide drinks by placing the straw in the client's mouth
7. Provide a cloth and/or assist the client to wipe their face

Toileting with an Over Toilet Frame Process

The following steps should be completed when assisting clients with toileting, when using an over toilet frame:

1. Prompt the client to use the toilet
2. Check that the over toilet frame is in place and will not slip
3. Ask/Assist the client to sit down
4. Ask the client if they need assistance removing clothing. If so, assist the client to remove lower body clothing and underwear
5. Ask the client if they need further assistance or would like you to leave the room
6. Ask/assist the client to wash their hands
7. Wash your hands following the Hand Washing Process

Toileting with a Commode Process

The following steps should be completed when assisting clients with toileting, when using an over toilet frame:

1. Prompt the client to use the toilet
2. Check that the commode is fixed in place and will not slip
3. Ask/Assist the client to sit down
4. Ask the client if they need assistance removing clothing. If so, assist the client to remove lower body clothing and underwear
5. Ask the client if they need further assistance or would like you to leave the room
6. Ask/assist the client to wash their hands
7. Wash your hands following the Hand Washing Process

Working with Clients with Dementia

Adjusted communication and behaviour management strategies may be needed when working with clients with dementia. KindCare prides itself on maintain all client's human rights and dignity, and expects its staff to respond to clients with dementia patiently, sensitively and with respect.

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Communication Strategies for Disoriented Clients

When clients with dementia become disorientated, the following strategies may be used.

Distraction

Distraction involves diverting the person's attention from their current situation to another task or activity.

Allowing expressions of distress

Allowing expressions of distress involves applying patience and listening skills to provide the client with space to express their emotional state and communicate when they are distressed.

Empathy and Acknowledgment

Empathy and Acknowledgement involves recognising and responding sensitively to the client's emotional experience and needs.

Reassurance

Verbal Reassurance
Verbal reassurance involves using language and subject matter to express empathy and support to calm the client.

Physical Reassurance
Physical reassurance involves using touch and space to express support to calm the client.

Validation

Validation strategy involves the support worker not correcting the client when they believe they are in another time or using reality orientation but rather 'entering their reality' to provide support.

Reality orientation

Reality orientation involves re-orienting the person back to the present place and time to assist them to realise where they are and to understand that they are not under threat.

Reminiscence

Reminiscence involves speaking with the client about their past to calm them.

Responding to Behaviours of Concern

When clients demonstrate behaviours of concern such as verbal aggression, physical aggression, sexually inappropriate behaviour, social withdrawal, wandering, repetition, refusal to accept personal care services, or eating issues, support workers should respond immediately (when the client may harm others or themselves) or after observing the behaviour and considering the most appropriate respond.

De-escalation Strategies

A range of de-escalation strategies can be used when clients demonstrate behaviours of concern, such as (these strategies are further outlined in Communication Strategies for Disoriented Clients):

- Distraction
- Reality orientation
- Reassurance
- Validation
- Reminiscence

De-escalation Procedure

The following steps should be completed when responding to client behaviours of concern:

1. Keep calm
2. Call for help from security or a supervisor
3. Leave the client to calm down, if possible and safe
4. Remove others from the environment, if possible and safe
5. Use calming body language and tone of voice
6. Avoid harsh, aggressive or blunt statements such as “Don’t”, “Stop” or “You must”
7. Implement De-escalation Strategies such as, reminiscence, reassurance, reality orientation, and validation

Providing Support to Carers

Support workers should assist carers to access support services which can help prevent negative impacts during their caring role. Services can include:

- Financial assistance available such as through Centrelink
- Support services
- Respite services – in-home and community based
- Counselling services
- Carer support groups
- Resources that are available to support carers
- Training and education that is available to support carers

Assist Carers to Access Support Services Process

The following steps should be completed when facilitating carer’s access to services:

1. Research support services in the local area which meet the carers needs
2. Provide the carer with information about the service
3. Request and gain permission from the carer and client to share information about their needs with the service provider
4. Contact the service provider:
    - Explain the carer’s support need
    - Request the service provider arrange support for the carer and client

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Client Records

Support workers are required to keep accurate client records of the support provided to clients.

The following records are required:

- **Individual Care Plans**: Support workers are required to develop individual care plans, using the ***KindCare Individual Care Plan,*** in consultation with the client, their family/carer and supervisor/manager.
- **Personal Care Risk Assessments:** Support workers are required to complete Personal Care Risk Assessments, using the ***KindCare Personal Care Risk Assessment Form***:
    - When working with a new client
    - Every three (3) months when working with existing clients
    - Whenever there is a major change in the client's circumstances, needs, medical status or living arrangements
- **Personal Care Checklist:** Support workers are required to complete Personal Care Checklists during each support session, using ***the KindCare Personal Care Checklist***.
- **Client Case Notes:** Support workers are required to complete Client Case Notes following each support session, using ***the KindCare Client Case Notes***.
- **Support Worker Timesheet:** Support workers are required to complete Client Case Notes following each shift, using the ***KindCare Support Worker Timesheet***.
- **Referrals:** Support workers are required to document referral letters when required by clients.

All records should be named and stored as outlined in the ***KindCare Client Records Management Policy and Procedure.***

Case Notes

Case notes should be written using the ***KindCare Client Case Notes***
Clear and objective language that protects the client's privacy and confidentiality should be used. This will involve:

- Recording the date, time and your name
- Referring to the client as 'client', rather than by name
- Recording only factual information; rather than conclusions. Think about what you can see, hear, or smell to help you focus on factual information.
- Including key events, such as:
    - How the client presented (appearance, mood, referrals, handovers from other staff, etc.)?
    - What was said, by the client and worker
    - What actions were taken by the client and worker
    - What, if any, results or changes were observed

Referrals

Referrals may be provided verbally by calling the organisation the client is being referred to and provide a summary of their contact information and needs.

Support workers may also need to document written referrals to other services. Referrals should be written in the format required by the organisation being referred to; this may involve completing a form or writing a referral letter. When the organisation the client is being referred to does not have a set format, a referral letter will typically be used.

Referrals should include:

- KindCare's name and contact information
- The name and contact information of the organisation you are referring to
- The client's name and a summary of their key needs (as these relate to the new service)

Referrals should be written to clearly and objectively, and include only factual information; rather than conclusions.

Evaluating Trial Care Arrangements

When changes occur in the client's life, care arrangements may be put into place which need to be trialled and evaluated to assess whether they are working.

Evaluate Trial Care Arrangements Process

The following steps should be completed when evaluating new care arrangement which are being trialled.

1. Meet with the carer and client
2. Request input from both the client and carer about their satisfaction with the current arrangement
3. Request input from a family member about their satisfaction and involvement *(consider support, social activities and family traditions/ gatherings)*
4. Provide the carer with positive feedback about their contribution
5. Communicate the value and impact of their support on the client to the family member or friend
6. Make changes to care arrangements when needed

Review Support and Care Plans

Client care plans should be reviewed regularly to identify changes to the client's needs and preferences, and areas where the plan is working well or needs to be improved.

Reviews should always be completed in consultation with clients and their family/carer.

Collecting Feedback from Clients

Support workers should collect feedback from clients, by asking a range of questions, such as:

- Are you satisfied with the support that I am providing?
- Are there any areas that could be improved?
- Is there any additional support you require?
- Are there activities that you are currently doing that you would like to do more/less of?
- Are there any activities that you are currently not doing that you would like to do?
- Are there any activities that you would like to do more independently?
- Are there some activities that you are doing now that you require more assistance with?

Collecting Feedback from Family/Carers

Support workers should collect feedback from clients, by asking a range of questions, such as:

- Are you satisfied with the support that I am providing?
- Are there any areas that could be improved?
- Is there any additional support you require?

Infection Control

Infection control is a critical responsibility of support workers. Support workers use the hand washing process regularly and apply other infection control processes during all activities in which they are exposed to bodily fluids, food, or personal items which could spread disease.

Hand Washing

Support workers must wash their hands routinely when providing care. In particular, hands must be washed immediately after:

- Coughing, sneezing or blowing the nose
- Eating or drinking
- Touching hair, scalp or any wound
- Using the toilet
- Handling urine or faeces
- Handling raw food
- Handling dirty clothes
- Smoking

Food Preparation

Support workers may be required to prepare food for clients. Food surfaces should be cleaned before and after use, and all perishable food products should be stored in a refrigerator.

Hand Washing Process

The following steps should be completed when washing hands:

1. Wet hands
2. Apply and lather soap
3. Scrub hands for (approx.) 20 seconds, including



- Backs of hands
- Between fingers
- Under your nails
- Wrists

4. Rinse hands using warm, clean, running water
5. Turn off tap
6. Dry hand using:
    - Single use towels
    - Other means of effectively drying hands that are not likely to transfer pathogenic microorganisms to the hands (e.g. hand drier)

Surface Cleaning Process

The following steps should be completed when cleaning surfaces:

1. Clean all surfaces which are frequently touched, once daily, by:
    a. Mixing a detergent solution
    b. Wiping all areas of the surface with the detergent solution and a cloth
2. Clean surfaces after spills or when visibly soiled, by:
    a. Mixing a detergent solution
    b. Wiping all areas of the surface with the detergent solution and a cloth

Food Preparation Surface Cleaning Process

The following steps should be completed when cleaning food preparation surfaces:

1. Wipe surfaces with clean cloths which are not contaminated with human waste or other contaminates
2. Remove scraps and dispose of them in correct way
3. Use different colour coded chopping boards for different food items and tasks
4. Sanitise surfaces to remove chemical contamination
5. Wash utensils between tasks

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