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 it 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 to the client in relation to their home care package

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 existing 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 sensitivity.

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.

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 re-engage 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 client's 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 client's skin, which can include:
    - Placing warm towel over the client's face for several minutes to soften the skin
    - Appling shaving cream
3. Shave the client's 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 client's 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 multidisciplinary health teams

Multidisciplinary health teams involve a range of different medical and other health professionals who work together to support the full range of needs that a client presents. To effectively support the client's health needs, the team must share information and work cooperatively.

Support workers are required to work cooperatively with other members of a client's multidisciplinary health team.

- This information must be within the scope of information the client has given consent to have shared within the team.
- Information should be communicated clearly and promptly.
    - Minor changes in the client's status should be recorded on case notes, which are accessible to all members of the team.
    - Significant or urgent changes should be communicated directly.

Sharing urgent information/escalating concerns

When support workers identify significant or urgent changes in the client's health condition, they will need to be reported to the support worker's supervisor and may need to be escalated to another member of the client's health team.

Support workers must always report the change in the client's status to a supervisor (refer to Reporting Concerns).

Support workers should also implement each of the steps that apply:

- Confirm the need for escalation with a supervisor
- Identify the member of the client's multidisciplinary health team that the concern should be escalated to
- Contact the member of the client's multidisciplinary health team and communicate:
    - The client you are reporting on
    - Your observations or reports from the client about the change in their heat status
    - When you identified the indicators of concern
    - The severity and frequency of indicators of concern

Providing skill development support

Support workers may be required to provide skill development support to clients, including assessing skills and competencies, developing skill development plans, and implementing and monitoring skill development.

Skill and competency assessments should be conducted using customised skills checklists created from the KindCare Skills Assessment Template. *The following examples have been provided to assist support workers to develop customised skills checklists.*

Task	**Access money from an ATM**		
Skills required	**Completed independently**	**Completed with some assistance**	**Requires full assistance**
Read instructions on screen			
Take out card and insert			
Use buttons to follow prompts			
Collect cash and receipt			
Read receipt			

Task	Grocery shop		
Skills required	**Completed independently**	**Completed with some assistance**	**Requires full assistance**
Read a shopping list			
Walk in the store			
Push a shopping trolley in the store			
Read food labels			
Place food in the trolley			
Organise food at the counter			
Count and provide payment/use a bank card			
Collect any change and the receipt			
Read receipt			

Task	Catch a bus		
Skills required	**Completed independently**	**Completed with some assistance**	**Requires full assistance**
Read bus schedule			
Walk to bus stop			
Identify correct bus by its number			
Board bus			
Use bus pass/pay for ticket			
Sit down			
Identify correct bus stop to exit at			
Exit bus			

When monitoring skill development, support workers should record client progress on the same skill and competency assessment, indicating the client's new skill levels. Ideally, support workers should also indicate the client's previously assessed skill level to illustrate their progress.

For example:

Task	Catch a bus		
Skills required	**Completed independently**	**Completed with some assistance**	**Requires full assistance**
Read bus schedule	✓	✓	

✓ - current skill level
✓ - skill level from original assessment

Skill and competency assessment procedure

The following steps should be completed to assess client skills and competencies:

1. Access a copy of the KindCare Skills Assessment Template.
2. Create a customised skills checklist for the client (or use the examples in this policy when applicable).
3. Observe the client to identify which skills and competencies they use and record the observation on the KindCare Skills Assessment checklist.
4. Repeat the observation process in at least one other environment and record the observation on the KindCare Skills Assessment checklist.
5. Report the assessment results to a supervisor and submit copies of the KindCare Skills Assessment checklists.

Skill development monitoring procedure

The following steps should be completed to monitor client progress against skill development goals:

1. Access the customised skills checklist used to asses client skills.
2. Observe the client to identify which skills and competencies they use and record the observation on the KindCare Skills Assessment checklist.
3. Review the results against the client's original assessment results.
4. Report the assessment results to a supervisor and submit copies of the KindCare Skills Monitoring checklists.

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.

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 response.

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

Aversive practices

KindCare staff are not permitted to use aversive practices during support or as response to behaviours of concern.

Aversive practices include:

- psychological abuse, *such as name calling, threatening, manipulating, etc.*
- physical abuse, *such as hitting, 'smacking', pushing, pinching, etc.*
- creating hostile physical environments, *such as spraying a client with water, giving a cold bath, etc.*
- withholding any basic need, *such as food, clothing or shelter*
- withholding or removing the client's belongings
- withholding access to planned activities, *such as cancelling a social event as punishment*

Restraint/constraint

Restrictive practices should be avoided whenever possible. When clients pose a serious danger to themselves or others, the following restraints may become necessary.

- Physical restraint may be used by staff when absolutely necessary and apply the least force possible.
- Mechanical restraint may be used by staff when absolutely necessary apply the least force possible.
- Chemical restraint may be used by doctors or emergency service personnel (EMTs) when they are present and find it necessary.

Seclusion and imprisonment

KindCare staff are not permitted to use imprisonment as a punishment. Clients who are a danger to themselves or others or who are exposed to dangerous situations may need to be secluded for short periods of time.

When seclusion is necessary, staff must ensure:

- Clients have food, water and access to a toilet
- Clients who are a danger to themselves are supervised
- Clients are not secluded for more than one (1) continuous hour *(where seclusion is needed for a longer period of time a support worker should be present and activities, exercise and other sources of interest should be made available to the client)*
- Clients are not restrained during seclusion

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 Palliative Care Support

KindCare provides palliative care services to clients with terminal illnesses.

Palliative care is an approach to caring for people diagnosed with terminal illnesses that aims to improve their quality of life and comfort and provide agency over the end-of-life process. Palliative care is not a curative approach; it does not aim to cure any disease or return the person to wellness.

During care, support workers must follow the directives set out in the client’s individual care plan (or separate advanced care directives) for end-of-life decisions, including the environment, cultural, spiritual and religious practices, family access, pain management and other preferences for care and support.

Seeking pain relief and comfort advice from health professionals Process

The following steps should be completed when accessing advice from health professionals about pain relief and comfort:

1. Identify the health professional that can provide advice from the client’s care plan or by consulting a supervisor.
2. Contact the health professional to ask for advice about the specific client and their pain relief needs.
3. Consult a supervisor to discuss the advice, including clarifying the support worker’s scope of work, before implementing it.
4. Discuss the advice received with the client to identify their preferences and instructions.

Caring for the deceased person’s body Process

The following steps should be completed when caring for the person after death and preparing the body for viewing by the family or loved ones.
1)

1. Wash and present the body

- Wash the body with warm water, using a gentle and respectful method (using the same methods as for bathing a living person) ensuring the face and hands are clean
- Comb the person’s hair neatly
- Maintain the person's privacy and dignity by closing curtains or doors and covering the person with towel during washing (using the same methods as for bathing a living person)
- Position the body so that the person is lying flat, their eyes and mouth are closed and their arms are laying neatly beside them or resting on their torso (the person should appear to be



sleeping)

2. Prepare the room for viewing
    - Make sure the room is neat and tidy, or tidy it up
    - Change the person's bed linen
    - Ensure there is seating available in the room or setting out seating
    - Set out tissues

3. Prepare the person's personal effects for the family
    - Collect all of the person's personal effects and prepare them for the family to take with them immediately, if desired.

Managing own emotional responses Process

The following steps should be completed by support workers to manage their own emotional responses to death and dying:

1. Regularly reflect on the emotional impact of providing palliative care support.
2. Participate in regular self-care to manage the emotional impact of providing palliative care support.
3. Raise concerns about your emotional wellbeing with a supervisor.
4. Request forms of support when needed:
    - Complete the KindCare Bereavement Support Request Form to request formal support.
    - Support can include:
        - counselling
        - professional supervision
        - mentoring
        - additional training (internal or external)

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 carer's 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

Responding to critical incidents

Support workers must make respond immediately to any critical incidents.

Critical incidents can include:

- Property damage which impacts service delivery, *such as damage to a client's home which makes them unable to be there, fires in residential facilities, etc.*
- Death or risk of death
- Abuse or neglect
- Abandonment or risk of abandonment, *such as by a career whom the client depends on for daily support*
- Serious injuries or other harm, or risks of harm
- Inappropriate sexual behaviour, *such as harassment, unwanted touching, public sexual activity or similar*
- Criminal activity
- Emergencies, *such as natural disasters, bomb threats, etc.*

Critical incident responses

Support workers may use the following strategies as a guide to respond to critical incidents.

When injuries have already occurred:	• Call 000 to request an ambulance • Call for a first aid officer (or provide first aid if you are qualified) • Remove bystanders or other people from the area • If there is a hazard that caused the injury or harm, remove the hazard when possible
When abuse or neglect has occurred:	• Remove the client from any ongoing danger if needed • Check the client is comfortable and safe • Report the issue to a manager or supervisor • Complete a mandatory report or assist a manager or supervisor to complete one
When the	• Remove the client from any ongoing danger, such as from a

environment is unsafe:	building that is on fire • Remove bystanders or other people from the area • Contact emergency services if there is any ongoing threat of fire or harm from criminal activity
When the client has harmed others:	• Remove the client from the area if possible • Check on the injured party and, when needed, complete the actions above for 'When injuries have already occurred' • Remove bystanders or other people from the area • Report the issue to a manager or supervisor

Reporting Critical Incidents

Support workers must make formal reports following any critical incidents.

Support workers should make an immediate verbal report (when possible), and then document the details of the critical incident using the KindCare Critical Incident Report and submit it to a supervisor/manager via email.

Reporting human rights breaches

Support workers must report any breaches of human rights to a supervisor immediately.

Reporting human rights breaches process:

1. Prepare a written report and submit it to the supervisor. Reports should include:
    a. The name of the person making the report and the date
    b. The client's name
    c. A summary of the human rights breach
    d. The relevant client rights (which have been breached)
    e. The relevant worker responsibilities (when a worker has breached the client's rights)

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 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 carers, 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?

KindCare
Individual Support
Policy and Procedure

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 scrapes and disposing of them in the correct way
3. Use different colour coded chopping boards for different food items and task
4. Sanitise surfaces to remove chemical contamination
5. Wash utensils between tasks