



HS1	Healthy and Safe Services	Client Health Care Needs Policy and Procedures
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<b>What this policy aims to do</b>	To support and respond to the health care needs of clients.
<b>Who this policy applies to</b>	All staff and volunteers involved in service delivery
<b>Who is responsible for carrying out this policy</b>	The Director or responsible managers and service delivery staff
<b>What words used in this policy mean</b>	<p><i>'Person responsible'</i> means someone who can make decisions on another person's behalf</p> <p><i>'Medical treatment'</i> means any procedure conducted by a registered medical professional</p>
<b>Legislation this policy is based on</b>	<p>National Disability Service Standards</p> <p>DHHS Human Services Standards</p> <p>Victorian Child Safe Standards</p>
<b>Other relevant policies</b>	<p>HS13 Duty of Care</p> <p>HS15 First Aid</p> <p>A2 Decision Making and Choice</p> <p>HS3 Health Promotion</p> <p>HS2 Medication Safety</p> <p>A3 Involvement of Families and Advocates</p> <p>HS7 Information Privacy</p>

<b>Version</b>	<b>Date</b>	<b>Author/Editor</b>	<b>Approved by</b>	<b>Notes</b>
1.0	26/8/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	25/3/2019	D Stephenson	S Reeves	Rewrite to better overlay First Aid Policy and Medication Management Policy.
1.3	16/6/2020	D Stephenson	S Reeves	Annual Review. Added Guardian and Client Incident Report.

## Client Health Care Needs

MASS will work to ensure that all clients feel safe and supported at school or while participating in MASS services. At the start of any service for a client, MASS will work to develop and maintain clear plans and processes to support a client's health care needs and will allocate time to discuss, practice and review health support planning policies and processes.

## Goals

The goals of the health care needs policy are to:

- Promote client engagement in learning and wellbeing
- Provide access to education
- Respond to diverse client needs, including health care.

To achieve these goals MASS will:

- Provide short or long term first aid planning (HS15), supervision for safety, routine health and personal care support (A8) and occasional complex medical care support.
- Make local decisions
- Create innovative solutions to meet all client's needs
- Anticipate, plan and manage health support.

## Managing Client Illness

MASS staff will work to ensure that when service users are ill, they will receive suitable medical care, as quickly as possible. An Individual Health Support Plan and if appropriate an Emergency Care Plan will be developed for all clients attending MASS. This policy provides further information to the care of clients after the provision of first aid and before emergency care may be considered the most appropriate measure.

Parents/carers/guardians must provide MASS with information on the health status of the client and this is to include:

- Medical conditions, current treatments and treatment plan
- Medication list and administration method
- Immunisation status
- Known allergies
- Previous injury
- Name and contact details of medical practitioners.

MASS staff will discuss all aspects of medical care - including doctors, hospitals, chemists, emergency services - with the person who is unwell and/or their family or guardian where

the person is a child or young person, and provide support to adult clients so they can make their own choices about treatment/s as far as possible.

Every step in the treatment of illness will be recorded in the person's file, with dates, times and legible signatures from all professionals providing medical services.

MASS staff make sure any external people also respond to a person's illness in ways that protect the person's privacy and dignity as well as their health and safety. All staff involved in providing support to the ill person will be told about the treatment plan, but information will be shared only as needed to balance the person's right to privacy and duty of care.

Any health or screening tests or other follow-up action recommended by the doctor will be arranged as soon as possible.

All medication will be administered in accordance with MASS' medication safety policy (HS2).

## Client Health Care Needs Procedures

### Commencing a service with MASS

- ☑ Before a client commences a service delivered by MASS, their parent/carer will be informed of MASS's policies related to first aid and health care support.
- ☑ MASS will request parents/carers/guardians to provide accurate information about a client that includes:
  - Routine health care support needs such as supervision for medication
  - Personal care support needs, such as assistance with personal hygiene, continence care, eating and drinking, transfers and positioning and use of health related equipment
  - Emergency care needs such as predictable emergency first aid associated with an allergic reaction, seizure management, anaphylaxis or diabetes
- ☑ MASS will store this information on the client's file notes and treated as confidential and accessed on a need-to-know basis
- ☑ As required MASS will create an individual Health Support Plan that will include information about emergency treatment and the storage of medication and adrenalin autoinjectors.

### Client Health Support Plan

- ☑ The client's parents/carers/guardian will provide information from the client's medical practitioner/s to guide the plan and will include details of:
  - The student's medical condition/s
  - Medications required (name, method of administration, dose and frequency)
  - Recommended emergency and routine health and personal care for the client.
- ☑ MASS Program Team Leader will organise a meeting to discuss the plan with the client, parents/carers/guardians and other MASS staff involved in providing services for the client
- ☑ Questions to consider in developing the Health Support Plan can include:
  - Is it necessary to provide the support during the day?
  - How can the recommended support be provided in the simplest manner, with minimal interruption to the service or care program?
  - Who should provide the support?
  - Is the support complex and/or invasive?
  - Is there staff training required?
  - Are there any facility issues that need to be addressed?
  - How can the support be provided in a way that respects dignity, privacy, comfort and safety and enhances the benefits of a service.

- ☑ Plans should be reviewed when updated information is received from the client's medical practitioner, when there is concerns, if there is a change in support and at least annually for long term clients.

### Responding to illness

- ☑ MASS staff will ensure that when a service user is ill they receive suitable medical care as quickly as possible
- ☑ MASS staff will provide first aid as required in the first instance (HS15)
- ☑ The parent/carer/guardian will be contacted to advise of unwell client/student
- ☑ The staff member will seek assistance to obtain the client's Health Support Plan to instigate any support for known conditions such as asthma, epilepsy or anaphylaxis and implement the plan as required based on the presenting condition of the client
- ☑ If a client remains unwell, but their condition is not considered an emergency, a medical appointment may be made if this is included in the client's Health Support Plan
- ☑ Any treatment prescribed by the medical practitioner will be recorded in the client's file and any changes to medication will be recorded and administered as per instructions (HS3 Medication Safety)
- ☑ The client's Health Support Plan will be amended as required after a medical incident
- ☑ If the client does not respond to the approved treatment/medications, then this should be treated as an urgent situation and an ambulance should be called, call Triple Zero (000)
- ☑ A Client Incident Report will be completed, and appropriate actions taken
- ☑ The client's parent/carer/guardian will be contacted to advise them of the incident and action taken. They will be advised on any need for the client to be collected if they are a day or term student.

### Medical Appointments

- ☑ If a MASS staff member accompanies an adult client to the appointment, make sure:
  - The doctor speaks directly to the ill person
  - The ill person is treated with respect, and their rights, privacy and dignity are protected
  - The ill person is supported to understand the doctor's instructions and advice
  - The ill person is encouraged to ask questions
  - The doctor is given any relevant medical history, including if the ill person has had seizures, information about frequency and trigger factors.
- ☑ All staff involved in providing support to the ill person will be told about the treatment plan, but information will be shared only as needed to balance the person's right to privacy and duty of care

- ☑ Any pathology tests or other follow-up action recommended by the doctor will be arranged as soon as possible
- ☑ Prescriptions will be filled immediately. MASS staff will make sure pharmacists have provided all instructions about dosage and any relevant information about possible reactions, and that this is understood by the ill (adult) person and/or any staff supporting them
- ☑ If the person experiences any adverse reaction to medication, or does not improve, MASS staff will make sure the doctor is contacted to discuss next steps

### If condition worsens

- ☑ If a person using MASS services is seriously ill or their health suddenly deteriorates, and they need to go to hospital, MASS staff will follow these steps:
  - If possible, consult with the person's regular doctor
  - Arrange transport to a public hospital emergency department (call 000 for ambulance)
  - Let family and the Team Leader know what is happening
  - Explain to the ill person what is happening
  - Pack a labelled overnight bag with toiletries, personal belongings and medications
  - Make sure a family member, other support person or staff member accompanies the person to the hospital
  - Note these actions in the person's file
  - Complete the Client Incident Report.

### Consent to treatment

- ☑ MASS staff will understand where consent is needed legally (consent is not needed if treatment is needed to prevent death or serious damage to the person's health, or to reduce significant pain or distress)
- ☑ MASS staff will ensure that the doctor or medical professional has consent from an appropriate person with authority to make that decision
- ☑ For children and young people, MASS will make sure the family or person responsible is involved in consent decisions
- ☑ MASS staff will support adult clients to understand the nature and effect of proposed medical treatment and if they have capacity, to communicate their consent
- ☑ If there are doubts about capacity to understand the medical treatment or communicate consent, MASS staff will involve the person's guardian, advocate or family in discussing the situation and finding the best person responsible. (the order of priority is: an agent appointed under an enduring power of attorney to make decisions about medical treatment, a person appointed by VCAT to make medical decisions, a guardian, a person

appointed in writing by the person who needs the medical treatment, the person's spouse or domestic partner, their primary carer, their nearest relative over 18)

- ☑ If there are any disputes or confusion as to capacity to consent, MASS will apply to VCAT for clear rulings on who can make treatment decisions on the person's behalf
- ☑ MASS staff will do all they can to make sure no person responsible goes beyond their legal role - if a person needing treatment is likely to regain the capacity to make their own choices, a person responsible is not allowed to consent to treatment the person would not want or that would result in a significant deterioration in their health, and a person responsible is never allowed to give consent to treatment that would lead to infertility, terminate a pregnancy or remove tissue for transplant.