



HS3	Healthy and Safe Services	Health and Wellness Policy and Procedure
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What this policy aims to do	Ensure service users have information, encouragement and support to lead healthy lives, to help prevent health problems and contribute to people enjoying the best possible quality of life
Who this policy applies to	All people who use MASS services and all staff and volunteers involved in service delivery
Who is responsible for carrying out this policy	The Director or responsible managers and service delivery staff
What words used in this policy mean	<p>'Health' is a state of physical, mental and social well-being and not merely the absence of disease or infirmity</p> <p>'Wellbeing' is physical, intellectual, emotional, social and spiritual wellness</p>
Legislation this policy is based on	<p>National Disability Service Standards</p> <p>Victorian Human Services Standards</p>
Other relevant policies	<p>HS13 Duty of Care</p> <p>HS8 Positive Behaviour Support</p> <p>HS14 Child Safe</p> <p>HS1 Client Health Care Needs</p> <p>A8 Providing Personal Care</p>

Version	Date	Author/Editor	Approved by	Notes
1.0	26/8/2016	Peter Lane		
1.1	31/5/2018	D Stephenson		Update format
1.2	3/4/2019	D Stephenson		Removed providing personal care and created new policy in the Appropriate domain A8. Added Health Support Plan information.
1.3	21/5/2020	S Walker	S. Reeves	Added Individual Health Plans

Health and Wellness Policy

Everyone using MASS services is encouraged to have health goals and to receive support to achieve these goals as part of their individual plan and day-to-day support.

MASS staff will provide information, encouragement and support so people using MASS services can be given regular medical and dental examinations to help prevent health problems.

MASS staff will provide information, encouragement and support to people using MASS services to help them make healthy life choices.

People using MASS services will be given opportunities and support to participate in physical activity and set goals for physical activity (including walking, catching public transport, household tasks and active leisure activities or employment).

MASS staff will promote, encourage and model healthy eating.

Health and Wellness Procedures

Health goals

- ☑ MASS staff will provide information, encouragement and support for clients in long term care to access regular medical examinations that help prevent health problems
- ☑ Adults in residential services will be encouraged and supported by staff to get regular examinations including a physical examination by a GP at least once a year to review medical conditions and treatments and undertake age appropriate screening tests
- ☑ Service users have the right to choose their GP and other healthcare professionals. MASS staff will support each person's choice of health professional
- ☑ If a person using MASS services is unhappy with their doctor or health professional, MASS staff will give them information and support to change
- ☑ If a person is under 16 years of age, MASS staff must consult with their family, guardian or advocate about their health care
- ☑ If a person using MASS services has been diagnosed with an ongoing health issue, including epilepsy, asthma, diabetes, nutrition, swallowing or continence condition, MASS staff will support the development and implementation of an Individual Health Support Plan that includes a disease specific action plan and a disease specific emergency management plan. Parents/carers/guardians are to provide information from their health professional on diagnosis, treatment, medication and emergency actions.

Dental care

- ☑ Long term care clients will be encouraged and supported to have a schedule of dental examinations as recommended by a dentist
- ☑ This will typically be six monthly examinations but may be more frequent if the person experiences any pain or oral health issues
- ☑ MASS staff will help people using MASS services to achieve good oral health by providing information, encouragement and support for diet, fluid intake and taking care of their teeth.

Healthy life choices

- ☑ People using MASS services will be given opportunities and support to participate in physical activity
- ☑ MASS staff will work with people using services and their families to find physical activities that are suitable to each person's abilities and interests and provide appropriate support
- ☑ MASS staff will promote and encourage healthy eating
- ☑ In residential services, staff will work to engage everyone in meal choices and support healthy options as the most frequent choices

Health and Wellness Procedures

- ☑ MASS staff will ensure that individual nutrition requirements are met, including special diets recommended by a doctor or other health professional
- ☑ Any nutrition and swallowing issues will be identified and addressed for each individual
- ☑ MASS staff will give each person information and support to reduce their risk from sun exposure, including being aware of the danger period for intense UV in the middle of the day, and being protected by hats, clothing and sunscreen
- ☑ MASS staff will promote and support factors that help achieve and maintain good mental health, including strong social networks and a feeling of belonging and being valued, secure relationships with caring adults, communication and opportunities to take risks and develop new skills that build their confidence and ability to cope.