

Policy 33	Severe Dysphagia Management
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Record of policy development		
Version	Date approved	Date for review
1.0	December 2021	December 2023

Policy purpose: As a provider of High Intensity Daily Activities, Coastlink recognises that it is obligated under the NDIS Practice Standards to meet all of the requirements laid out in the NDIS High Intensity Skills Descriptors.

The high intensity daily activities represent some of the highest risks for participants, workers and others. Coastlink will ensure extra care is taken to source the relevant skills that are required to provide a high level of support. These requirements are essential to ensure that participants are being provided supports in a safe environment.

Policy:

Each client requiring Severe Dysphagia Care will receive appropriate support relevant and proportionate to their individual needs, and in line with a Dysphagia Care Plan developed and overseen by a health practitioner. Risk is managed appropriately whilst ensuring all services are delivered.

Coastlink will ensure that all workers are aware of, and possess, the skills and knowledge that they should have when delivering Severe Dysphagia supports, safely, to NDIS participants and Aged Care clients.

Relevant Standards

NSW Disability Service Standards:

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|------------------------------|-----------------------|
| 1. Rights | 4. Service Access |
| 2. Participation & inclusion | 5. Service Management |
| 3. Individual outcomes | |

NDIS Practice Standards:

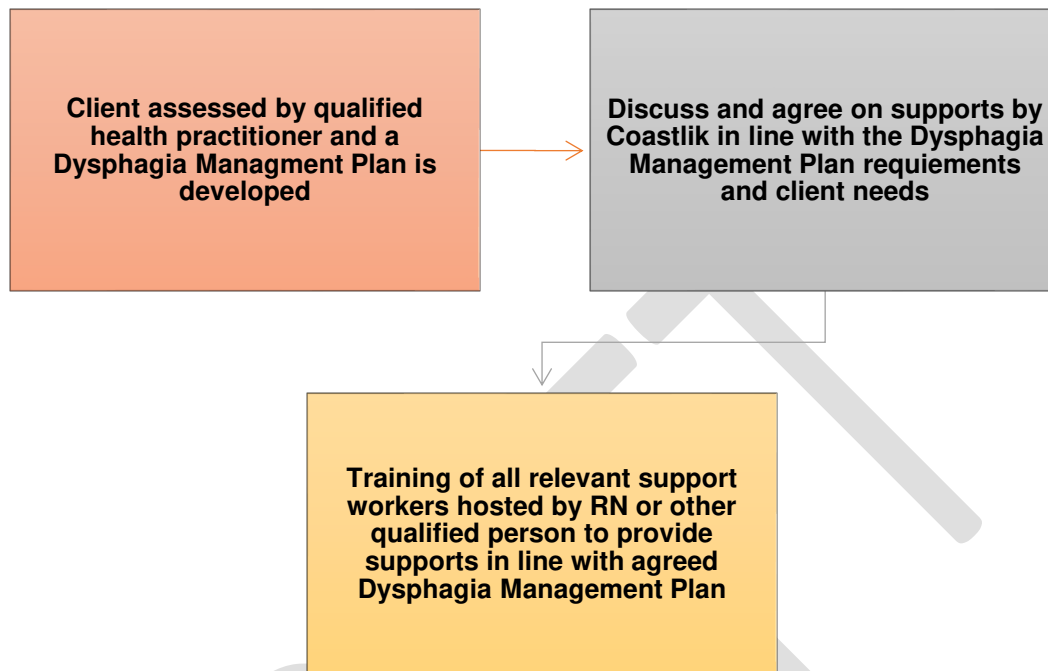
1. Rights and Responsibilities
2. Provision of Supports
3. Support Provision Environment
4. High Intensity Daily Personal Activities

Aged Care Quality Standards

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|---|---------------------------------------|
| 1. Consumer dignity and choice | 5. Organisation's service environment |
| 2. Ongoing assessment and planning with consumers | 6. Feedback and complaints |
| 3. Personal care and clinical care | 7. Human resources |
| 4. Services and supports for daily living | 8. Organisational governance |

Related Legislation & References	
National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018	
National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018	
National Disability Insurance Scheme Practice Standards Skills Descriptors	
National Disability Insurance Scheme Act 2013	
National Disability Insurance Scheme Code of Conduct	
NDIS Quality and Safeguards Commission	
United Nations Convention on the Rights of Persons with Disabilities	
Commonwealth Privacy Act 1988	
Related Procedures	
Severe Dysphagia Management Processes	
Documents/Forms	
Severe Dysphagia Management training module (individualised)	
Responsibilities and delegations	
This policy applies to: Clients Employees/volunteers	It will be distributed through: Coastlink website, Coastlink brochures Employee/volunteer handbook, shared drive, FlowLogic
Policy approval	Board
Definitions	
Refer to Definitions list at front of Coastlink Policy and Procedure Manual	

VENTILATION CARE OVERVIEW



For all complex care needs Coastlink will ensure that the following areas are addressed:

- The participant has been involved in the assessment and development of their specific care plan;
- The appropriate health care practitioner is involved in the development of the participant's care plan;
- The care plan for each participant is regularly reviewed by a health practitioner who is appropriately qualified to oversee the particular high intensity support being provided;
- Records are kept of regular health check-ups and the details and qualifications of the practitioner/s who have conducted the review;
- A risk management framework and incident management framework are implemented for each high intensity support delivered, that address the types of risks, incidents and emergencies that the participant may face;
- Actions are taken to prevent, mitigate and address those risks;
- Access is provided to a training program for support workers to provide high intensity daily supports;
- Records are kept of worker training and training documentation;
- Worker training is provided by an appropriately qualified health practitioner or person who meets the relevant skills descriptors for the high intensity supports; and
- Processes are implemented for checking of qualifications of any person engaged for the purpose of worker training.

SEVERE DYSPHAGIA CARE PROCEDURE

30.1 Procedures

Coastlink will ensure that:

- It recognises complexity in the management of individuals with severe dysphagia;
- It obtains input from a speech pathologist and other appropriate health practitioners; and
- Support workers are prepared for and able to provide support for the person's safe and enjoyable meals.

Procedures:

Support workers will implement the following procedures, with support from Coastlink:

- Identify participants who need management for severe dysphagia;
- Refer participants with severe dysphagia for assessment by a speech pathologist and other appropriately qualified health practitioners;
- Identify and act when a participant's eating and drinking needs change or swallowing difficulties are observed;
- Read, interpret, understand and implement an individual's prescribed mealtime management plan;
- Support and implement the person's recommended regular oral hygiene practices;
- Prepare and provide food and fluid of the correct texture as recommended in the mealtime plan;
- Communicate with the participant about their mealtimes and food preferences;
- Follow recommended procedures for food and fluid preparation techniques, mealtime positioning and the use of mealtime equipment;
- Support the participant's independence, participation and enjoyment of the meal; and
- Monitor the person during and after eating, drinking, or having a tube feed.

Worker training:

All workers deployed to support severe dysphagia management have received training:

- With a speech pathologist in relation to managing severe dysphagia;
- In how to implement a person's mealtime management plan;
- In how to identify and immediately respond to risks, incidents and emergencies related to eating or drinking;
- In identifying changes and difficulties in swallowing, in following referral pathways, and to apply emergency First Aid; and
- In avoiding the hazards, risks and adverse events associated with not following the person's mealtime management plan.