



**WINTON SHIRE COUNCIL
COMMUNITY CARE SERVICES**

DETERIORATION & HEALTH CHANGES POLICY & PROCEDURE

DETERIORATION & HEALTH CHANGES – POLICY & PROCEDURE

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DETERIORATION & HEALTH CHANGES – POLICY & PROCEDURE

POLICY STATEMENT

Winton Shire Council's (WSC) Community Care Services team is committed to providing the highest possible level of Consumer service and best practice care. We will provide care that:

- Fits with the goals and choices of the Consumer and or their representatives.
- Supports the Consumers day-to-day function, their activity and participation in the community.
- Responds to any change or deterioration in the Consumer's health or wellbeing in accordance with their need's goals and preferences.
- Understands who will be involved in decisions about care and services, especially deterioration or change in the Consumers health.
- Alerts the Consumer' representative/s if the Consumer's condition deteriorates unexpectedly, to discuss their previous choices in these circumstances.
- Ensures the Community Care Team know what the Consumer and their representative/s want to do in the situation.
- Makes sure the Consumer and their representative/s know they can be involved in decisions about their care and services as much as they choose to be.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the care and services provided by our Community Care Services team.

SCOPE

This Community Care Services (CCS) policy and procedure applies to CCS team members, Consumers and/or their representatives who have partnered with Council to receive home care and other services.

DEFINITIONS

Community Care Services – Includes support services funded by the Department of Communities, Department of Health, National Disability Insurance Scheme (NDIS), Department of Human Services

Consumer – A person who receives approved services from a service provider

Council – Winton Shire Council

NDIS – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability.

PROCEDURE

General Responsibilities

Management shall ensure that a partnership approach is adopted with all Consumers. Management shall ensure the establishment and delivery of safe care and services to all Consumers, by qualified and experienced CCS team members. Management shall ensure that each Consumer is provided care and services that:

- Is best practice
- Is tailored to their needs
- Optimises their health and well-being

The CCS team shall follow the requirements of this policy/procedure, participate in development opportunities, work to establish partnerships with the Consumer's and deliver safe care and services that address the Consumers current needs, preferences and goals.

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Consumers and their family and/or representative shall support a partnership approach with Council, to provide input into their needs and preferences for the care and services they require.

Initial Consumer Assessment

Through the CCS admission process, the team members shall:

- Create a safe and effective care and services plan for each Consumer.
- Ensure the care plan helps team members identify any deterioration of the Consumers mental health, cognitive or physical function, capacity or condition and take appropriate action.
- Discuss advance care planning with the Consumer and/or their representative as soon as possible.
- Ask the Consumer if they wish to have their representative/s notified if they deteriorate.
- Ask the Consumer if they have any advanced care plans in place, and if so could they provide a copy for Council's records.

Team members shall report any change or deterioration in the Consumer's condition to management, and record their observations in their Consumer Care Notes. Management shall notify the Consumer's representative/s of any deterioration in the Consumer as soon as possible, with the Consumer's prior authorisation.

On-going Observations During the Delivery of Care and Services

A Consumers health condition and/or impairments can change quickly due to changes in the Consumer's circumstances, environment or health status. It is important that these changes are identified and reported as soon as possible as:

- A higher level of ongoing care and services may be needed to meet the Consumer's needs.
- Where the Consumer's loss of function is temporary, it can be improved or reversed with the right care and services.
- Further health complications for the Consumer can be avoided by intervening early.

Team members shall report to management and document any observed changes or deterioration in the Consumer as soon as possible. Where required a Consumer reassessment shall be undertaken and where necessary, information provided on other care/services and support to the Consumer and/or their representative/s.

Clinical Assessment, Monitoring and Referral

Consumers will experience different illness trajectories depending on the primary diagnosis and presence of other diseases (co-morbidities). There are three common trajectories of illness for Consumers with a life-limiting illness.

- Short period of evident decline – these Consumers may have good function for a long period followed by a few weeks or months of rapid decline prior to death.
- Long-term limitations with intermittent serious episodes – these Consumers will have gradual decline in function. During each acute episode, the Consumer is at risk of dying but they may not. However, function will continue to decline.
- Prolonged dwindling – the Consumer has a long-term progressive disability and reduction in function. Death may follow infections, falls or fractures.

Actions we take during the early stages of deterioration can prevent further Consumer harm. It can also prevent further deterioration and/or admission to hospital.

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When to Encourage a Doctors Review

Where gradual decline or prolonged dwindling deterioration is occurring, team members shall encourage and support Consumers to see their Doctor for a review.

Where a Consumer's condition is deteriorating rapidly, team members shall follow the emergency management procedures and call 000, and follow the Operators instructions. This decision may need to happen before discussing it with the Consumer and/or their representative/s.

After Receiving Medical Support

Once the Consumer has been stabilised, the team member/s shall update the medical emergency team on all observed changes or deterioration to the Consumer's condition.

Management shall inform the Consumer's representative/s of the situation as soon as possible.

CCS team members are to ensure that their observations and actions taken at the time are documented. A Reassessment of the Consumers care and services may need to be undertaken at this stage.

COMMUNICATION

- Council's CCS team shall have access to this policy/procedure.
- The CCS team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment/orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant CCS team members.

ENFORCEMENT

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

RELATED COUNCIL DOCUMENTATION

- Advanced Health Directives
- Aged and Disability Care Admission Policy and Procedure
- Aged and Disability Reassessment Policy and Procedure
- Consumer Support Plans / Care Plans
- Consumer Agreement/s
- Feedback & Complaints Policy and Procedure
- Privacy and Confidentiality Policy
- Risk Assessments
- Risk Register

LEGISLATION, RECOGNISED AUTHORITIES AND OTHER SOURCES

- Aged Care Quality Standards
- Aged Care Act 1997
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>
- Charter of Aged Care rights <https://www.agedcarequality.gov.au/consumers/consumer-rights>

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- Commonwealth Home Support Programme Program Manual 2018-2020
- Guardianship and Administration Act 2000
- Home Care Packages Program Guidelines 2015
- National Disability Insurance Scheme (NDIS) Practice Standards
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- NDIS Code of Conduct [NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)
- Privacy Act 1988 (Federal)
- Power of Attorney Act 1998
- Public Guardian Act 2014
- User Rights Principles 2014
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

CEO DISCRETION

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

REVIEW OF POLICY

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
December 2021	V1.0	Preparation for Council Adoption	16 December 2021