

NSW Health & Ageing and Disability and Home Care (ADHC) Joint Guideline

Document Number GL2013_001

Publication date 24-Apr-2013

Functional Sub group Clinical/ Patient Services - Governance and Service Delivery

Summary The Joint Guideline aims to ensure that staff in hospitals and disability accommodation support services are aware of their respective roles and responsibilities for people with disability before, during and after transfer of care from hospital. Although some Local Health Districts (LHDs) and ADHC Regions have already developed local protocols which provide the framework for effective support of ADHC clients during a hospital stay, the Guideline aims to facilitate a higher level of compliance with existing ADHC policies and NSW Health.

Author Branch Integrated Care

Branch contact Christina Summerhayes 9391 9240

Applies to Local Health Districts, Board Governed Statutory Health Corporations, Chief Executive Governed Statutory Health Corporations, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, Public Health System Support Division, Community Health Centres, Dental Schools and Clinics, Ministry of Health, Private Hospitals and Day Procedure Centres, Public Health Units

Audience All staff

Distributed to Public Health System, Divisions of General Practice, Ministry of Health, Private Hospitals and Day Procedure Centres, Tertiary Education Institutes

Review date 24-Apr-2018

Policy Manual Patient Matters

File No. 10/961-5

Status Active

NSW Health and Ageing Disability and Home Care (ADHC) Joint Guideline:

Supporting residents of ADHC operated and funded accommodation supported services who present to a NSW Public Hospital

PURPOSE

The aims of the Guideline are:

1. To ensure that staff working in hospitals and disability accommodation support services are aware of their respective roles and responsibilities to people with disability before, during and after transfer of care from hospital.
2. To provide a framework for best practice for health care staff and disability support staff/nurses so together they can:
 - Identify areas of risk that could compromise a person with disability's capacity to achieve the best health outcomes and their safety and/or dignity during a hospital stay;
 - Agree on what additional supports are required to reduce identified risks; and
 - Negotiate responsibility and resources for the provision of agreed additional support.
3. To link and reference each agency's policies rather than replicating them (staff should refer to relevant policies where indicated in this Guideline).

This Joint Guideline (the Guideline) has been endorsed by ADHC and NSW Health and was developed in consultation with key stakeholders across health and disability sectors.

KEY PRINCIPLES

The following general principles underpin the Guideline:

- Person Centred Approach
An approach that places the person at the centre of decision making and treats natural networks of support and service providers as partners. A philosophical background based on the value of human rights, independence, choice and inclusion.
- Patient Centred Approach
An approach that is geared towards using resources to develop a culture where the patient is both the heart of the system and the driver behind every decision.
- Communication
Good communication between the person, their family/guardian, hospital staff and the disability support staff and sharing information about the persons health and disability support needs makes a positive difference to a person's health outcomes
- Sharing Information
Key information that hospital staff need to know about the person and their support needs should be provided in a universally consistent format and travel with the person around the hospital for ease of access.
- Sharing Expertise
Sharing expertise to ensure that people with disability achieve the best health care outcome is central to this Guideline.

- Capacity to consent.

It is the responsibility of the treating practitioner to determine if the person is able to give consent for medical or dental treatment. Disability Support Staff cannot provide consent for medical treatment under any circumstances.

The document covers issues relating to workforce, care coordination and transfer of care, the key stages of planned and unplanned admission to hospital, resolution of issues arising during the hospital stay, local liaison mechanisms and implementation.

USE OF THE GUIDELINE

Local Health Districts should use this Guideline in conjunction with NSW Health Policy Directives- PD2011_015: *Care Coordination: Planning for Admission to Transfer Care in Public Hospitals* and PD2008_010: *People with Disability: Responding to Needs During Hospitalisation*.

Some Local Health Districts (LHDs) and ADHC Regions have developed local protocols which provide the framework for effective support of ADHC clients during a hospital stay. This Guideline aims to facilitate a higher level of compliance with existing NSW Health and ADHC policies.

As a minimum requirement, all local protocols need to comply with the general principles set out in this Guideline. Providing these principles are included in local protocols, all other protocol features can be negotiated, expanded and adapted to meet existing local needs.

The implementation of the Guideline should be reported through the Local Health District's Disability Action Plans.

Use of the Jointly Agreed Hospital Support Plan Part 1 & 2 (Appendix 1)

The Hospital Support Plan may be inserted into the plastic sleeve of *My Health Record*.

Part 1 of the Hospital Support Plan contains all relevant personal, consent, health/medical and disability support information necessary to help hospital staff provide safe and effective health care and will be completed by the disability support staff. It will be presented to hospital staff at every pre admission/admission and a copy be kept with the person at all times including all transfers of care.

Part 2 of the Hospital Support Plan is designed to facilitate the sharing of clinical and disability support expertise. It provides the framework to negotiate the range and level of support the person will require during hospitalisation to ensure they achieve the best health outcomes and maintain their safety and dignity.

Part 2 of the Hospital Support Plan is completed in partnership with disability support staff/nurses, the nurse in charge of the unit/ward, the person and, if the person agrees, the family/guardian, at a pre admission meeting or as soon as the person is settled following an unplanned admission to hospital.

REVISION HISTORY

Version	Approved by	Amendment notes
April 2013 GL2013_001	Deputy Director- General, Strategy and Resources	New Policy.

NSW HEALTH

AND

AGEING, DISABILITY AND HOME CARE (ADHC)

JOINT GUIDELINE :

SUPPORTING RESIDENTS OF ADHC OPERATED AND FUNDED

ACCOMMODATION SUPPORT SERVICES

WHO PRESENT TO A NSW PUBLIC HOSPITAL



**Family &
Community Services**
Ageing, Disability & Home Care



Health

TABLE OF CONTENTS

INTRODUCTION	1
Background	1
Aims of the Joint Guideline.....	1
1. PRINCIPLES	2
1.1 Person-centred approach.....	2
1.2 Patient centred care	2
1.3 Communication	2
1.4 Sharing information	3
1.5 Sharing expertise	3
1.6 Capacity to Consent	4
2 WORKFORCE.....	5
2.1 Role of disability support staff/nurses in the hospital/acute care	5
2.2 Work Health and Safety for disability support staff/nurses in hospital/acute care setting.....	5
3 CARE COORDINATION AND TRANSFER OF CARE	7
4 KEY STAGES.....	9
4.1 Be prepared for hospital admissions	9
4.2 Emergency admission to hospital	9
4.3 Pre admission/planned admission	10
4.4 During the hospital stay	11
4.5 Transfer of Care out of hospital	11
5 RESOLUTION OF ISSUES ARISING DURING THE HOSPITAL STAY	14
6 LOCAL LIAISON MECHANISMS	14
7 IMPLEMENTATION AND MONITORING	14
Glossary	16
Appendix 1	i
Appendix 2	xi

INTRODUCTION

Background

NSW Health and NSW Department of Family and Community Services Ageing, Disability and Home Care, (ADHC) have policies in place that require ADHC services and either Local Health Districts (LHD) or local hospitals to establish protocols which detail agreed support arrangements for people with disability living in ADHC operated and funded accommodation support services throughout their hospitalisation.

The NSW Health policy is the *Policy Directive PD2008_010: [Disability: People with a disability: responding to their needs during hospitalisation](#)*, revised and reissued in February 2008. ADHC's policy is *[Health Care Policy and Procedures](#)* released in March 2007.

Following recommendations made by the NSW Ombudsman regarding the appropriate support of people with disability during hospitalisation, NSW Health and ADHC agreed to develop joint guidelines to assist the staff of respective agencies to establish and implement agreed local arrangements.

This Joint Guideline (the Guideline) was developed through the findings of an audit and in consultation with key stakeholders across health and disability sectors.

Some LHD and ADHC Regions have already developed local protocols which provide the framework for effective support of ADHC clients during a hospital stay. The Guideline aims to facilitate a higher level of compliance with existing NSW Health and ADHC policies.

As a minimum requirement, all local protocols need to comply with the general principles set out in this Guideline. Providing these principles are included in local protocols, all other protocol features can be negotiated, expanded and adapted to meet existing local needs.

The Guideline does not apply to people who access ADHC operated and funded centre based respite services.

Aims of the Joint Guideline

1. To ensure that staff working in hospitals and disability accommodation support services are aware of their respective roles and responsibilities to people with disability before, during and after transfer of care from hospital.
2. To provide a framework for best practice for health care staff and disability support staff/nurses so together they can:
 - o identify areas of risk that could compromise a person with disability's capacity to achieve the best health outcomes and their safety and/or dignity during a hospital stay;
 - o agree on what additional supports are required to reduce identified risks; and
 - o negotiate responsibility and resources for the provision of agreed additional support.
3. To link and reference each agency's policies rather than replicating them. (Staff should refer to relevant policies where indicated in this Guideline.)

1. PRINCIPLES

1.1 Person-centred approach

Person centred approaches share a common philosophical background based on the values of human rights, independence, choice and social inclusion. They place the person at the centre of decision making, and treat family, natural networks of support, and service providers as partners.

Person centred approaches underpin the way people with disability are supported in ADHC operated and funded accommodation support services and reflect a different way of thinking about a person. Person centred thinking places the person at the centre and looks at the whole of someone's life *from their own perspective* to discover their preferred lifestyle and what is important to them, and what is important for their health and wellbeing and how they can be supported to achieve these.

For the person to be at the centre of decision making he or she needs to be well informed about the hospital experience. Refer to the NSW Council for Intellectual Disability website for information about going to hospital in easy English ¹.

1.2 Patient centred care

Patient centred care is geared toward using resources to develop a culture where the patient is both the heart of the system, and the driver behind every change.

1.3 Communication

Good communication between the person, their family/guardian, medical/hospital staff and disability support staff/nurses, and sharing information about the person's health and disability support needs, understanding, expectations and feelings, make a positive difference to a person's health outcomes.

The NSW Health Policy Directive [Disability: People with a Disability: Responding to needs during hospitalisation PD 2008_010](#), emphasises the need for hospital staff to communicate directly with the person with disability, and include the person's family/guardian and/or disability support staff/nurses.

Disability support staff/nurses have a responsibility to ensure that hospital staff are aware of how the person communicates. This requires inclusion of communication needs and preferences in the Hospital Support Plan, as well as providing a Communication Plan if available, demonstrating the use of communication aids, interpreting gestures, signs and behaviours which people may use to convey their needs and responses.

Severe communication difficulties create particular challenges for the person and hospital staff. Diagnosis, assessment of pain and responses to treatment plans, including medications, may depend on picking up subtle changes in the person's behaviour.

¹ <http://www.nswcid.org.au/health/ee-health-pages/easy-fact-sheets.html>

The Joint Guideline

Disability support staff/nurses and the person's family are in the best position to provide information to hospital staff about what is 'usual behaviour' for that person.

The '10 Tips for Safer Health Care'² advises patients to take part in decisions, learn about their condition and treatment, understand their medication, and discuss treatment options with their health care givers. This flyer may be a useful tool for improving communication between people with disability, disability support workers/nurses and health care providers. It is available at

[http://www.health.gov.au/internet/safety/publishing.nsf/Content/BE79FB82644728ABCA2571C000330FB/\\$File/10tipsumbwnbx.pdf](http://www.health.gov.au/internet/safety/publishing.nsf/Content/BE79FB82644728ABCA2571C000330FB/$File/10tipsumbwnbx.pdf)

The NSW Health Policy Directive [Your Health Rights and Responsibilities PD2011_022](#) outlines the rights and responsibilities of NSW Health services and staff, and patients and carers. Basic rights are detailed in the policy, including; Access, Safety, Respect, Communication, Participation, Privacy, and the Right to Comment. The Policy Directive sets out NSW Health's Public Patients' Hospital Charter and Commitment to Service. The publication incorporates the principles of the Australian Charter of Healthcare Rights and is consistent with the National Healthcare Agreement (NHCA) 2009.

1.4 Sharing information

Key information that hospital staff need to know about the person and their support needs should be provided in a universally consistent format and travel with the person around the hospital so that any health care professional can access it.

Part 1 of the Hospital Support Plan at Appendix 1 contains all relevant personal, consent, health/medical and disability support information necessary to help hospital staff provide safe and effective health care. The Hospital Support Plan is completed or updated by disability support staff/nurses as part of the quarterly review of the person's Health Care Plan.

The Hospital Support Plan may be inserted into the plastic sleeve of *My Health Record* (section 5.2 of the ADHC [Health Care Policy and Procedures](#)), if it is used by the person, and presented to hospital staff at every pre admission/admission. The Hospital Support Plan is kept with the person at all times including all transfers of care.

1.5 Sharing expertise

Sharing expertise to ensure that people with disability achieve the best health care outcomes is central to this Guideline.

Establishing collaborative and respectful partnerships between hospital staff and disability support staff/nurses in the context of a multidisciplinary approach with clinical, nursing, medical and disability support expertise. The partnership respects and listens to the contribution of each stakeholder and collaborates as a team to support the person at the centre.

Part 2 of the Hospital Support Plan at Appendix 1 is designed to facilitate the sharing of clinical and disability support expertise. It provides the framework to negotiate the range and level of support the person will require during hospitalisation to ensure they achieve the best health outcomes and maintain their safety and dignity.

² The flyer was produced originally by the Australian Council for Safety and Quality in Health Care (now the Australian Commission on Safety and Quality in Health Care) to encourage patients throughout Australia to become more actively involved in their health care.

The Joint Guideline

Part 2 of the Hospital Support Plan is completed in partnership with disability support staff/nurses, the nurse in charge of the unit/ward, the person and, if the person agrees, the family/guardian, at a pre admission meeting or as soon as the person is settled following an unplanned admission to hospital.

Disability support staff/nurses and the person should be involved in any review of the Hospital Support Plan. A person's support needs may change rapidly during a hospital stay due to changes in treatment or condition.

1.6 Capacity to Consent

It is the responsibility of the treating practitioner to determine if the person is able to give consent for medical or dental treatment. Disability support staff/nurses cannot provide consent for medical treatment under any circumstance but must ensure that the person responsible for giving consent is recorded in the Hospital Support Plan. Further information is available in the ADHC [Decision Making and Consent Policy](#).

Consent requirements will vary depending on the capacity of the person with disability to give informed consent about medical treatment. Some people will be able to give consent themselves, but if they are incapable of providing informed consent, the responsibility will fall to the person responsible. If the person is to have 'special medical treatment', or the person is objecting to 'major' or 'minor' treatment as defined by the [Guardianship Act 1987](#), the consent of the Guardianship Tribunal or the Supreme Court must be sought. For further information see the website of the Guardianship Tribunal³.

Further information is available in the NSW Health [Consent to Medical Treatment – Patient Information](#) (PD2005_406). This policy also addresses the escalation process needed if a guardian is not available.

³ www.gt.nsw.gov.au

2 WORKFORCE

2.1 Role of disability support staff/nurses in the hospital/acute care

In general, the role of disability support staff/nurses is to support the person to navigate the care co-ordination and transfer of care pathways in the hospital system including:

- staying with the person until they are settled and comfortable following admission to hospital or transfer of care movements within the hospital
- completing Part 2 of the Hospital Support Plan jointly with the relevant nursing/hospital staff, and participating in any subsequent reviews of the Hospital Support Plan
- assisting hospital staff to communicate with the person
- ensuring that hospital staff are aware of, and act on, the information provided in the Hospital Support Plan
- obtaining regular updates, preferably daily, on the person's progress and treatment
- visiting regularly to ensure the person is settled and comfortable
- communicating care coordination and transfer of care discussions to the person's family, person responsible or guardian
- supporting the person during any transfer of care movements within the hospital
- participating in planning for the person's care co-ordination in hospital and transfer of care out of hospital.

The level of support will depend on the needs of each person. Unless it is negotiated and agreed in the Hospital Support Plan, it is not the role of disability support staff/nurses to stay with the person once they are settled in the hospital ward.

Disability support staff/nurses should **not** provide the following support:

- bathing or showering
- administering medications
- assistance with PEG feeding
- assistance with feeding unless otherwise agreed in the Hospital Support Plan, Part 2
- performance of specific health procedures e.g. pressure care
- assistance to other patients
- write in hospital files
- provide clinical notes on the person

2.2 Work Health and Safety for disability support staff/nurses in hospital/acute care setting⁴

Part 2 of the Hospital Support Plan at Appendix 1 must be completed by both hospital and disability support staff/nurses to determine if any additional on-ward assistance is required from disability support staff/nurses to support the person while they are in hospital. It will identify:

- risk areas that may impact on the person's health and safety during their hospital stay
- agreed support arrangements and duties and responsibilities of disability support staff/nurses in relation to those arrangements
- how additional support arrangements will be resourced

⁴ Refer to Work Health and Safety Act 2011 (NSW)

The Joint Guideline

- clear reporting requirements for both parties as disability support staff/nurses are required to accept direction from hospital staff in regard to their conduct and agreed duties.

The hospital is required to induct disability support staff/nurses, who are supporting the person in hospital, to the hospital site and its health and safety policies and procedures.

In general, the Person Conducting a Business or Undertaking (PCBU) or the workplace, of the disability support worker, is responsible for any injury incurred in the course of their employment. Injuries should be reported by injured disability support staff to their workplace as soon as possible.

In normal circumstances, the NSW Treasury Managed Fund (TMF) will cover disability support staff/nurses employed by ADHC, as an entity of NSW Health, for all associated liabilities when they accompany a person from their accommodation support service to hospital.

Where a disability support worker/nurse is employed by a Non Government Organisation (NGO), NSW Health requires a copy of the NGO Workers Compensation, Professional Indemnity and Public Liability Certificates of Currency, before allowing them to provide support to the person on hospital premises.

If a disability support worker/nurse injures the person they are supporting whilst they are a patient in a hospital, the appropriate insurance would respond to any claim made by the person against the disability support worker/nurse, ADHC or the NGO, whichever is relevant. Should it be proven that the hospital contributed to the injury, NSW Health, through TMF, would respond to any claim.

If a disability support worker/nurse is injured while assisting the person they are supporting they are covered by their employer's workers compensation policy. If it can be proven that the hospital contributed to the injury, NSW Health would be joined in the claim and answer this under its own insurance.

3 CARE COORDINATION AND TRANSFER OF CARE

Care Coordination and Transfer of Care arrangements for people covered by this Guideline should be made in accordance with NSW Health Policy Directive – [Care Coordination: Planning from Admission to Transfer of Care in NSW Public Hospitals \(PD2011_015\)](#) and [Care Coordination: From Admission to Transfer of Care in NSW Public Hospitals, Reference Manual](#) and [Care Coordination Patient Brochure](#) and [Care Coordination: Planning from Admission to Transfer of Care in NSW Public Hospitals – Staff Booklet](#)

This Policy Directive (PD) requires that every admitted patient in an acute setting will transition through five stages of care coordination:

1. Pre Admission/ Admission
2. Multidisciplinary Team Meetings
3. Estimated Date of Transfer (EDT)
4. Referrals & Liaison to meet all patient needs
5. Transfer of care out of the hospital

Local Health Districts are responsible for establishing mechanisms to ensure that the essential stages of care coordination are applied in each facility and are sustained as part of the normal care coordination and transfer of care planning.

This Guideline provides additional guidance about how people with disability should be supported at each of the following five stages and what adjustments need to be made to ensure that the health care and additional support needs of people with disability are adequately met while in hospital.

Local Health Districts should use this Guideline in conjunction with the NSW Health Policy Directive – [Care Coordination: Planning for Admission to Transfer of Care in Public Hospitals \(PD2011_015\)](#).

The five stages of care coordination should be implemented through:

- Development and use of an admitted patient [‘Transfer of Care Risk Assessment \(TCRA\) Tool’](#)
 - NSW Health staff should complete the Transfer of Care Risk Assessment (TCRA) to identify a person ‘at risk’. The person with disability attending hospital may come with a *My Health Record* and Hospital Support Plan (HSP) which will guide how the person is to be supported at all stages of care co-ordination. As described in sections 1.4 and 1.5 of this Guideline, the HSP provides essential information about the person and should be considered by hospital staff when completing the TCRA.
 - All departments (including emergency) must have a guideline for care transfer of ‘at risk’ patients especially between the hours of 10pm and 8am. Where guidelines and checklists already exist (including in paediatrics) it should be confirmed that they comply with the requirements of this guideline.
 - The guidelines should have provision for identifying the ‘at risk’ patients’ requirements prior to, during and following transfer of care to home or community and documenting strategies to meet those requirements.
- Structured (set time and duration) multidisciplinary team meetings in each ward/unit with an allocated responsible person for the administration/ coordination of the meetings. Outcomes for people with disability are enhanced by close liaison between the members of the multidisciplinary team, Disability Support Workers/nurses, the person and, with the person’s agreement, the family or guardian.

The Joint Guideline

- Ensuring that the Estimated Date of Transfer (EDT) is allocated, documented, displayed near the bedside and on electronic patient management tools where appropriate, and reviewed for each patient at a multidisciplinary meeting.
- Monitoring of clinical EDT changes, and investigation of reasons for delay for patients staying longer than the EDT.
- Ensuring the Transfer of Care Checklist or equivalent is completed for all patients before they return to the community.
 - The inclusion of a transfer of care checklist or equivalent information in the patient's medical record is mandatory.
 - Processes must be in place to ensure the formal results of tests performed in wards, units and EDTs are reviewed as soon as possible and within 48 hours of their availability, and are actioned appropriately.
 - All referrals, appointments, and follow-up information is discussed and provided to the patient, carer or appropriate service in writing, prior to transfer of care.
 - The aids, equipment or supports that the person requires on discharge are included in the checklist.
 - Notice of transfer of care is given to the person who will be providing the care, with enough notice to allow the provision of sufficient resources to support the person who is receiving care.
- Development of standards for the quality and legibility of medical and nursing transfer summaries and a transfer of care plan for the patient.
 - It is essential that separate papers used in wards, units and the EDT are processed and filed in a timely and efficient manner.
 - A process whereby the most commonly occurring procedures and conditions are included with plain language advice as part of the transfer of care plan.
 - Inclusion of the 'After hours GP Helpline' phone number with this information.

4 KEY STAGES

4.1 Be prepared for hospital admissions

Disability support staff/nurses should ensure that the following documentation is up to date and readily accessible to take with the person to any planned or emergency hospital admission:

- *My Health Record* (if used by the person)
- Hospital Support Plan– the range of other management and support plans to be included in the Hospital Support Plan will depend on specific needs and requirements of each person.
- Medication Chart
- Webster packs and other required medications
- Health Care Card
- Medicare Card
- Communication Plan/Profiles and any related communication aids/tools

4.2 Emergency admission to hospital

The ADHC [Health Care Policy and Procedures](#) states that in an emergency or unplanned admission, a disability support worker/nurse familiar to the person should accompany them to hospital unless s/he is the only staff member on duty.

If s/he is the only staff member on duty, the Line Manager should be contacted to either organise back up staff for the disability support worker/nurse who is accompanying the person with disability to hospital, or to organise for another staff member or agency staff familiar to the person to go to the hospital. At this stage, if the person is able to agree, the family/guardian is also informed that the person is being taken to hospital.

The documentation listed above in 4.1 is collected and taken with the person to the hospital.

At the Emergency Department the disability support worker/nurse will:

- support the person with information and assistance to reduce fear and anxiety and to make them as comfortable as possible
- report to hospital staff any observations of behaviour that may be difficult to interpret or any other responses by the person
- introduce hospital staff to the person's Hospital Support Plan, and ensure that hospital staff know that they should act on the information provided in the Hospital Support Plan
- familiarise hospital staff with, and demonstrate if necessary, the person's method of communication
- assist hospital staff to develop the TCRA and participate in any other care co-ordination discussions as required
- communicate care coordination and transfer of care discussions to the person's family, person responsible or guardian.

The disability support worker/nurse will remain with the person during admission until decisions are made about the person's care co-ordination and treatment plans.

If the person is to be admitted to hospital then Part 2 of the Hospital Support Plan needs to be completed jointly with the disability support staff/nurse and relevant hospital staff to ensure

The Joint Guideline

that risks to the safety and wellbeing of the person while in hospital are identified, and appropriate supports to meet the person's needs are jointly agreed and documented. This should be done as soon as practicable either prior to transfer to the ward, or once the person is settled in the ward.

4.3 Pre admission/planned admission

The period of admission can range from a few hours (for day surgery) to several weeks. Planning should start as soon as the admission is scheduled in order to prepare the person for the admission and ensure their safety and wellbeing during the hospital stay. This process is described in detail in NSW Health Policy Directive – [Care Coordination: Planning for Admission to Transfer of Care in Public Hospitals \(PD2011_015\)](#).

Disability support staff/nurses should:

- If the person is unable to provide consent, provide contact details of the 'person responsible' to hospital admissions staff once the decision is made to admit the person to hospital.
- Inform and involve the person's family/guardian in planning for the admission with the person's consent.
- Arrange a pre admission meeting to include, if possible, the person, and, with the person's consent the family/guardian, disability support staff/nurses and relevant hospital staff.
- Ensure that information about the hospital admission, hospital routines and procedures are communicated to the person in the person's own communication style.
- Prepare the person's documentation, as nominated in Section 4.1 above, to be up to date and ready to go with the person on the day of admission.

4.3.1 Pre admission meeting

The range of issues to be covered during the meeting will depend on the reason for the admission and the particular health and support needs of each person. The Hospital Support Plan should be used as the framework for the discussion and Part 2 of the Hospital Support Plan should be completed during the meeting.

The range and level of support that the person may require during their stay in hospital and responsibility for meeting identified support needs should be agreed to and documented in Part 2 of the Hospital Support Plan during the meeting.

The pre-admission meeting can also be used by hospital staff to identify:

- a key hospital contact person, if available, whose role is to facilitate a smooth and co-ordinated patient journey throughout the entire hospital stay and transfer out of hospital
- adjustments that could be made in the hospital environment and care co-ordination pathway to minimise stress and discomfort and facilitate safety and wellbeing of the person while in hospital for example:
 - allocating first appointment times for people who have been fasting in preparation for tests
 - arranging in advance, priority access to other departments within the hospital if further tests and investigations are going to be conducted as part of the hospital admission
 - ensuring ward facilities are accessible and arranged to better accommodate the needs of the person prior to admission such as communication resources, mobility devices and functional aids.

The Joint Guideline

- any training or familiarisation for hospital staff that could be done either, prior to the person arriving or, during their stay to better prepare staff to support the person while in hospital.

Planning for the transfer out of hospital back home should also commence at the pre admission/admission stage. As far as possible, the person's likely post-transfer medical/treatment plans and support needs and arrangements to meet these additional or changed needs should also be discussed at the meeting.

4.4 During the hospital stay

Where there are agreed support arrangements as documented in Part 2 of the person's Hospital Support Plan, these will be implemented during the person's stay in hospital. The Hospital Support Plan should be reviewed jointly if the person's care is transferred to other units within the hospital, and if the person's treatment plan is changed.

Otherwise, during the hospital stay the general responsibilities of disability support staff/nurses are to:

- visit regularly to ensure the person is settled and comfortable
- remind hospital staff to act on the information provided in the person's Hospital Support Plan
- obtain regular updates, preferably daily, on the person's progress and treatment plan
- communicate with the person's family, or guardian, to ensure consistent information is being provided about the person's progress, treatment plan and any transfer of care within the hospital
- if a key hospital contact person was identified and agreed to at the pre admission meeting, maintain contact with the key person, particularly if the person is moved between wards/units
- if the person is moved between wards/units ensure *My Health Record* (if used by the person) and the Hospital Support Plan have accompanied the person to the new ward/unit, and that hospital staff know they are to act on the information they contain.

Refer to Section 2.1 for further information about the role of disability support staff/nurses.

4.5 Transfer of Care out of hospital

Planning for transfer back home should commence at pre admission/admission, when the person's post-transfer support needs are identified during the pre admission planning meeting or, following an unplanned admission, when Part 2 of the Hospital Support Plan is being completed.

Transfer of care is carried out in accordance with Section 5.1 of the NSW Health Policy Directive: [Care Coordination: Planning for Admission to Transfer of Care in Public Hospitals \(PD2011 015\)](#). This requires completion of a Transfer of Care Checklist by hospital staff that contains the following information:

- Estimated date of transfer
- Destination of transfer
- Notification/transport booked
- Personal items returned
- Referral services booked
- Care plan

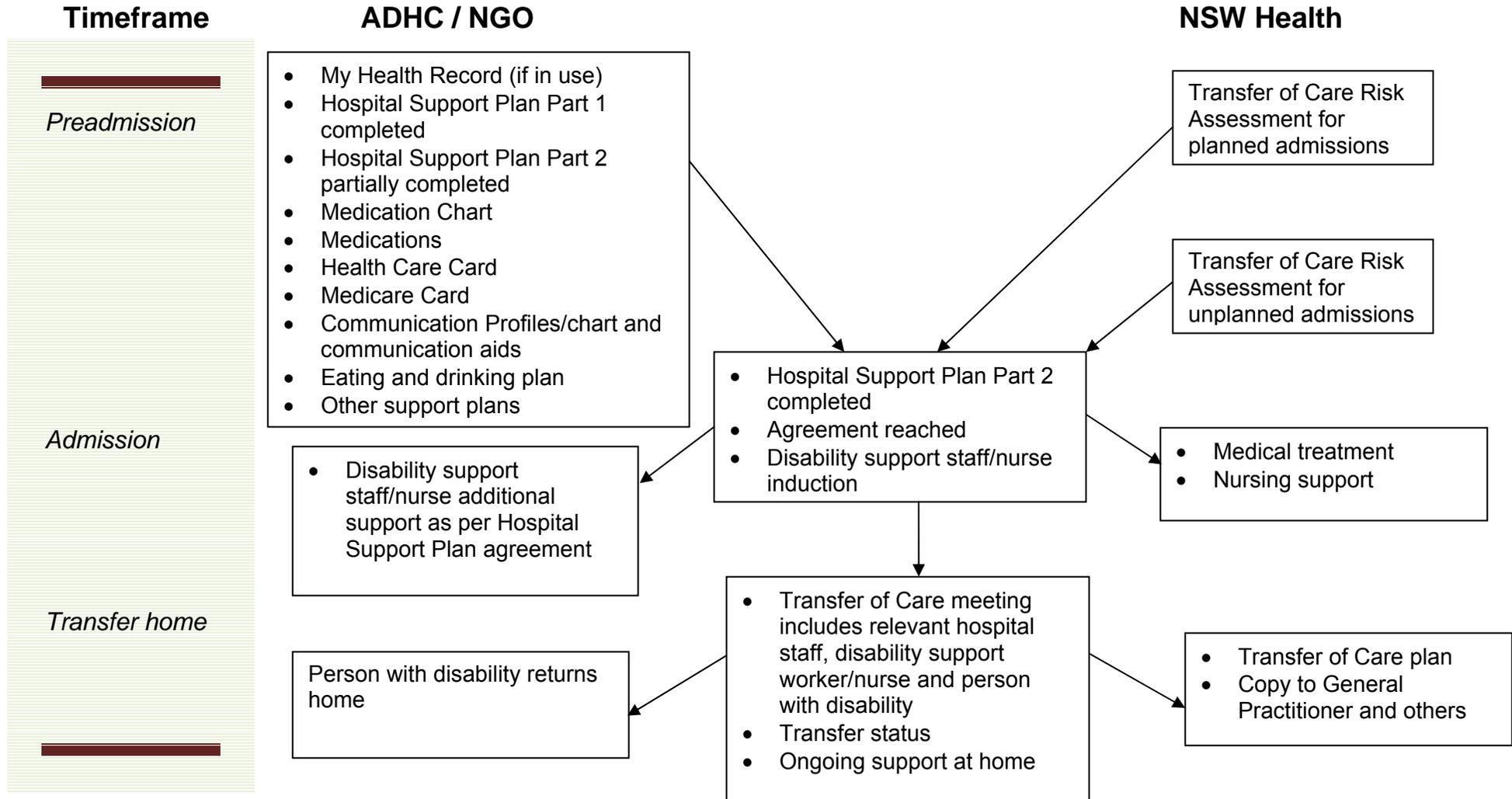
The Joint Guideline

- Transfer of Care Summary provided to patient that includes medication information, community and GP referral information and follow up appointments. This should be provided in plain language and explained to the patient.

Disability support staff/nurses should familiarise themselves with what the Policy Directive requires to transfer the care of the person out of hospital and back home safely and with optimum health outcomes. They should participate in and contribute to the formulation of the person's Transfer of Care Summary in collaboration with the hospital's Nurse Unit Manager.

Disability support staff/nurses should ensure that the Transfer of Care Summary has been developed and is available at the time the person is discharged.

ADHC / NGO / NSW Health - Planning for people with disability



5 Resolution of issues arising during the hospital stay

The Guideline promotes sharing of information and expertise and a collaborative approach to the care and support of people who require hospitalisation.

If concerns arise about the wellbeing of the person, or the arrangements agreed to in the Transfer of Care Summary cannot be clarified with the Nurse Unit Manager, the escalation process at Appendix 2 should be followed.

6 Local liaison mechanisms

The NSW Health Policy Directive [PD 2008_010: Disability: People with a disability: responding to their needs during hospitalisation](#) identifies that education of hospital staff regarding the particular needs of people with disability should be a priority.

Local liaison between agencies can occur in a number of ways and provide a useful vehicle for exchange of information, identifying training needs, continuous quality improvement and issue resolution. Where there are no established mechanisms for local liaison, these should be established to provide members with the opportunity to discuss respective training needs and to identify and implement solutions to issues which may arise in the operation of local joint protocols.

The composition of liaison committees and the frequency of meetings can be determined at the local level.

Issues may be identified through a range of sources, including:

- people with disability, their carers and families;
- Disability Support Workers/nurses;
- healthcare professionals;
- local complaint handling processes;
- specialised disability health units
- patient safety and clinical quality programs;
- Health Care Complaints Commission; and
- NSW Ombudsman.

7 Implementation and Monitoring

For NSW Health the implementation of this guideline should be included as part of the Local Health District's disability action plans.

As detailed the NSW Health Policy Directive [Disability: People with a Disability: Responding to needs during hospitalisation PD 2008_010](#), it is suggested that a senior staff member of the Local Health District be allocated responsibility for leadership in coordinating disability issues and facilitating the development of ongoing staff education and training within the area or as stated in relevant disability action plans.

It is expected that all Health professionals be familiar with relevant disability action plans.

The Joint Guideline

In most Local Health Districts (LHD) there are existing patient safety and quality monitoring processes that can be used to identify any issues in the quality of health care provided to and received by patients with disabilities and associated outcomes. These include:

- Incident Information Management System (IMMS)
- Complaints mechanism
- Consumer/patient satisfaction surveys and interviews
- Accreditation processes
- Periodic medical record audits
- Length of stay reporting

Appendices

1. Hospital Support Plan – Parts 1 and 2
2. Decision making escalation process

The Joint Guideline

Glossary

Terms	Explanation
'At-risk' criteria	<p>Can include patients who are/have: Elderly (>65), developmental delay, disability, debilitation; mental illness; paediatric; presented with a head injury, post-ictal or with significant mechanism of injury and blunt trauma; a carer; intoxicated or has had recent drug ingestion; culturally or linguistically diverse; transferred home between 10pm and 8am.</p> <p>NSWH <i>Care Coordination: From Admission to Transfer of Care in NSW Public Hospitals. Reference Manual.</i></p>
Children and young people	<p>Young people can consent to medical and dental treatment if they have the capacity to provide it, otherwise consent is provided by the person who has parental responsibility for the young person.</p> <p>Consent for a child to receive ordinary treatments is required from the person who has parental responsibility for the child. No consent is required to provide emergency treatment.</p> <p>Consent for a child or young person to receive special treatments is provided by the Guardianship Tribunal and in some cases by the Chief Executive of Community Services or a delegated officer.</p> <p><i>ADHC Maximising Health and Wellbeing for Children and Young People Living in Out-of-Home Placements Policy.</i></p>
Disability Support Staff	<p>Disability support staff includes:</p> <ul style="list-style-type: none"> • Disability Support Workers/Team Leaders in ADHC group homes • Nurses/Residential Nurse Unit Manager in ADHC Large Residences • equivalent positions in ADHC funded accommodation support services
Disability Support Worker	<p>The Disability Support Workers are staff who provide direct support to persons with disability who reside in ADHC operated and funded accommodation support services. Support is provided for daily activities and life experiences to facilitate the development and enhancement of independent living and social skills.</p>
Discharge/ Transfer of Care	<p>The term discharge has historically referred to transfer from an acute care facility to any other service (including a patient's home). The term 'discharge' has been replaced by 'transfer of care' in <i>PD 2011_015 Care Coordination: Planning from Admission to Transfer of Care in Acute NSW Health Services</i>. This is because patient health care does not end when they leave hospital. 'Transfer of care' demonstrates that a patient's care continues beyond hospital as they receive care from another service/ facility/ or in the community. This could be by a patient's General Practitioner, community health, other organisation or independently by the patient.</p> <p><i>PD 2011_015 Care Coordination: Planning from Admission to Transfer of Care in NSW Public Hospitals.</i></p>
Large Residential Centre (LRC)	<p>An older style and existing model that provides 24 hour residential support for people with a disability in a congregate setting of more than 20 beds, built on a hospital service model and functional design. <i>Stronger Together</i> commits the NSW Government to gradually replacing LRCs with contemporary accommodation services.</p>
Multidisciplinary Health Team	<p>A multidisciplinary health team is usually led by a senior clinician.</p> <ul style="list-style-type: none"> • A multidisciplinary team involves a range of health professionals, from one or more organisations, working together to deliver comprehensive patient care. The ideal multidisciplinary team includes: • General practitioners • Practice nurses

The Joint Guideline

	<ul style="list-style-type: none"> • Community health nurses • Allied health professionals (may be a mix of state funded community health and private professionals) such as physiotherapists, occupational therapists, dieticians, psychologists, social workers, podiatrists and Aboriginal Health Workers • Health educators – such as diabetes educators <p>Outcomes for people with disability are enhanced by close liaison between the members of the multidisciplinary team and Disability Support Workers/nurses.</p>
Nurse	Nurses working in ADHC operated and funded accommodation support services, include registered nurses, enrolled nurses and assistants in nursing.
Patient centred approach	<p>Patient centred care is geared toward using the resources we have to develop a culture where the patient is both the heart of the system, and the driver behind every change. We want to improve patient safety and build on compassion and care in our hospitals</p> <p>http://www.health.nsw.gov.au/pubs/2009/caring_together_hap.html</p>
Patient / person	A patient is a person receipt of medical treatment in a health care facility/hospital. In this document people with disability may fulfil the role of a patient. Reference has been made to ADHC clients to refer to people with disability in receipt of support from an ADHC operated or funded accommodation support service.
Person centred	<p>Person centred approaches to providing support, focus on the person's abilities. They involve listening to the person and learning what the person wants and needs, and supporting the person to make important decisions. Engagement with others who are important to the person, who will provide support to achieve the dreams and aspirations the person has identified, is fundamental to a person centred approach.</p> <p style="text-align: right;"><i>ADHC Lifestyle Planning Policy</i></p>
Person Responsible	<p>A 'person responsible' is not necessarily the patient's next of kin. A 'person responsible' is either:</p> <ul style="list-style-type: none"> • A guardian (including an enduring guardian) who has the function to consent to medical, dental and health care treatments <p>or, if there is no guardian:</p> <ul style="list-style-type: none"> • the most recent spouse or de facto spouse with whom the person has a close, continuing relationship. <p>'De facto spouse' includes same sex partners</p> <p>or, if there is no spouse or de facto spouse:</p> <ul style="list-style-type: none"> • an unpaid carer who is now providing support to the person or provided this support before the person entered residential care <p>or, if there is no carer:</p> <ul style="list-style-type: none"> • a relative or friend who has a close personal relationship with the person. <p>http://www.gt.nsw.gov.au/information/publications.cfm#Consent%20to%20Medical/Dental%20Treatment)</p>
Request for Admission form	The Request for Admission form is filled out by a treating specialist requesting admission to hospital (usually for surgery).
Specialist Supported Living Services (SSL)	Provide care to people with complex needs such as complex behaviour, complex health, or complex support needs relating to ageing. The services are provided in contemporary forms of specialist supported living accommodation models which support the principles of the <i>Disability Services Act 1993</i> (the DSA) and the United Nations Convention on the Rights of Persons with Disabilities (the UN Convention).

Appendix 1

Hospital Support Plan - Part 1

Key information about the person - keep with *My Health Record* (if used by the person)

Part 1 of the Hospital Support Plan is completed or updated by disability support staff/nurses at the quarterly review of the person's Health Care Plan, or sooner if there are changes in the person's health and circumstances.

Personal details

Name		Preferred name	
Date of birth	Age	Gender <input type="checkbox"/> M <input type="checkbox"/> F	
Address			
Phone number			
Health Care Card number		Name of general practitioner	
Medicare number		Phone number	
Private health insurance number			
Religion / religious considerations		Language /cultural considerations	

ALERT

This person is AT RISK	Allergic reaction to MEDICATION (e.g. Penicillin)
	Choking on food and fluids NIL BY MOUTH

Person who provides consent for medical or dental procedures

Name		Relationship	
Phone number (home)	(work)	(mobile)	
Interpreter required <input type="checkbox"/> Yes <input type="checkbox"/> No		Language	

Medication

Does the person require medication to be administered during the admission? (If yes, attach copy of current Medication Chart) <input type="checkbox"/> Yes <input type="checkbox"/> No
Does the person need help with taking medication? (If yes, describe, e.g.: Tom will swallow tablets whole if they are given with a spoon of strawberry yoghurt.) <input type="checkbox"/> Yes <input type="checkbox"/> No

Medical information

Summary of medical conditions:

e.g. epilepsy, heart problems, breathing problems, swallowing problems. Please attach Health Care Plan and relevant management plans for more information

Does the person have sight or hearing problems? **Yes** **No**

If yes, describe for example: Mary is short sighted and must have her glasses on or where she can reach them at all times. Mary gets very irritable and frustrated if she can't see properly.

Brief description of common health/medical interventions e.g. how blood is usually taken, injections given, temperature taken, blood pressure measured etc?

Disability service provider contacts

ADHC

NGO

Name and position of contact person

Phone

Mobile

Name and position of alternative contact person

Phone

Mobile

Contact for after hours support (in emergencies if no response on above numbers)

Name and position

Phone number

Mobile / Pager

Communication (attach the person's communication profile or chart)

How does the person communicate?

Can the person make choices?

What is the best way to help the person understand what others are saying to her / him?

Can the person read and comprehend what is written?

How do people know if the person is happy, sad, sick, anxious, confused?

How will the person indicate the following?

- Needs assistance to go to the toilet

- Hunger

- Thirst

- Pain

- Menu choice

Mobility

Does the person use an aid or require assistance to move around in bed? **Yes** **No**
 If yes, describe e.g. Mary is unable to turn over without help. She has fragile skin and needs to be turned every two hours to avoid developing pressure areas.

Does the person use an aid or require assistance to move around the ward? **Yes** **No**
 If yes, describe, example e.g. Tom uses a wheelchair and once he is assisted into the chair he can move around the ward without assistance. For his safety he should be shown where he can and can't go.
NOTE: Electronic equipment requires a recharge overnight.

Meal time assistance/swallowing, nutritional requirements and menu choice (attach Mealtime Management Plan)

Describe any specific meal time assistance required by the person. For example set up of meal tray, needs full assistance, eats without assistance, uses modified cutlery.

Meals must be texture modified

- Unmodified – Regular Foods
- Textured A - Soft
- Textured B - Minced & Moist
- Textured C - Smooth & Pureed
- Fully Liquid Diet

Australian Standardised Terminology and Definitions for textured modified food and fluids 2007

Drinks must be texture modified

- Unmodified - Regular Fluids
- Level 150 - Mildly Thick
- Level 400 - Moderately Thick
- Level 900 – Extremely Thick

Does the person require enteral feeds? **Yes** **No** **If yes, attach a copy of feeding regimen**

Toileting

Does the person require assistance with toileting or use of continence aids? **Yes** **No**
 If yes, describe, e.g. Mary has a toilet time routine and needs to be offered to go to the toilet every two hours.

Personal care (attach relevant care plans)

Does the person require assistance with dressing, showering/bathing? **Yes** **No**
 If yes, describe, e.g. Mary requires a shower chair and full assistance with showering, drying off and dressing. Mary must brush her teeth daily. Her tooth brushing routine is described in the attached Oral Care Plan.

Behaviour

Does the person have a behaviour support plan? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, attach a copy. Describe any behaviour that hospital staff need to be aware of, what might trigger the behaviour, and how hospital staff should respond.	
Behaviour	Response

Personal preferences

What makes a good day for	What makes a bad day for
Describe below things that make the person happy, for example: <ul style="list-style-type: none"> • Watching TV, reading, listening to music. • Being spoken to clearly and quietly. • Having favourite foods. • Having personal space honoured. • Being able to follow preferred routines for bathing and mealtimes. 	Describe below things that make the person unhappy, for example: <ul style="list-style-type: none"> • Feeling confused by having too many people in the room at once. • Not understanding what is happening. • Being given fish for dinner. • Being rushed through shower time.

Part 1 completed by:

Position / relationship	Sign and date
Person	
Family / guardian / carer	
Key worker	
Line manager	

Hospital Support Plan – Part 2
Support needs and how they are met

Part 2 of the Hospital Support Plan is **partially completed** by disability support staff/nurses at the quarterly review of the person’s Health Care Plan, or sooner if there are changes in the person’s health and circumstances.

Parts 1 and 2 of the Hospital Support Plan are kept with the person’s *My Health Record* (if used by the person) ready to take to any planned or unplanned hospital admissions.

It is **fully completed jointly** by hospital staff **and** disability support staff/nurses, family members and others who know the person well, either at the pre admission planning meeting for planned admissions, or at the earliest opportunity for unplanned/emergency admissions to hospital.

Its purpose is to:

- identify areas of risk that may compromise the person’s ability to achieve the best health outcomes, or that compromise the person’s safety and/or dignity during a hospital stay
- agree on what supports are required to reduce identified risks; and
- negotiate responsibility and resources for the provision of agreed additional support.

Assessment completed by:	Name	Signature	Date
Nursing Unit Manager			
Disability support worker/nurse			
Family Member(s)			

Occupational Health and Safety

The disability support worker/nurse who is providing support to the person in the hospital has been inducted to the hospital site and made aware of Occupational Health and Safety procedures.

	Name	Signature	Date
Nursing Unit Manager providing induction			
Disability support worker/ nurse who received induction			

How to complete Part 2

When additional support needs are identified the plan uses the following key to identify the level of support the person requires and who provides it.

Key to support levels

Level 1	No additional on-ward support required. Support can be provided from existing disability or hospital resources.
Level 2	Additional on-ward support required. Support to be provided by the family.
Level 3	Additional on-ward support required. Support to be provided by the hospital (<i>for example: use of equipment loan pool</i>).
Level 4	Additional on-ward support required. Support to be provided by the disability support staff/nurse.

Examples

Communication needs	Needs known	Level of risk	Support level	Agreed action
Can the person communicate needs, including pain?	<p>Yes</p> <p>Unknown</p> <p>No</p>	<p>Low</p> <p>High</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p>	<p>1. Mary's Communication Plan and Communication Board must always be with her where she can reach it to use</p> <p>2. Disability support staff/nurse to familiarise hospital nursing staff with the Communication Plan and demonstrate how to use the Communication Board.</p> <p>3. Nursing Unit Manager to check at every shift change that all nursing staff know how to use Mary's Communication Board.</p>

Mental Health needs	Needs known	Level of Risk	Support Level	Agreed Action
Is the person likely to self harm?	<p>Yes</p> <p>Unknown</p> <p>No</p>	<p>Low</p> <p>Medium</p> <p>High</p>	<p>1</p> <p>2</p> <p>3</p> <p>4</p>	<p>1. Ensure hospital staff understand/ have access to Mary's Behaviour Support Plan.</p> <p>2. Key worker to attend 1-2 hours per afternoon to check management of support.</p>

Communication

Communication needs	Needs known	Level of risk	Support level	Agreed action
	Circle as appropriate	See Key Circle as appropriate	See Key Circle as appropriate	See Key
Can the person communicate needs, including pain?	Yes Unknown No	Low Medium High	1 2 3 4	
Can the person understand a verbal explanation of procedures?	Yes Unknown No	Low Medium High	1 2 3 4	
Summary of additional support needs to be met with identified hours and notes				

Safety

Safety needs	Needs known	Level of risk	Support level	Agreed action
	Circle as appropriate	See key Circle as appropriate	See key Circle as appropriate	See key
Can the person maintain her/his privacy and dignity?	Yes Unknown No	Low Medium High	1 2 3 4	
Is the person able to find her/his way around the hospital?	Yes Unknown No	Low Medium High	1 2 3 4	
Can the person maintain her/his own safety in the ward?	Yes Unknown No	Low Medium High	1 2 3 4	
Can the person maintain her/his own safety outside the ward?	Yes Unknown No	Low Medium High	1 2 3 4	
Summary of additional support needs to be met with identified hours and notes				

Mental health

Mental Health needs	Needs known Circle as appropriate	Level of risk <i>See Key</i> Circle as appropriate	Support level <i>See Key</i> Circle as appropriate	Agreed action <i>See Key</i>
Is the person at risk of self harm?	Yes Unknown No	Low Medium High	1 2 3 4	
Is the person violent towards others?	Yes Unknown No	Low Medium High	1 2 3 4	
Is the person destructive of property?				
Does the person need to be constantly moving around?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person exhibit behaviours that may offend others?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person get anxious?	Yes Unknown No	Low Medium High	1 2 3 4	
Summary of additional support needs to be met with identified hours and notes				

Health and wellbeing

Health and wellbeing needs	Needs known Circle as appropriate	Level of risk <i>See Key</i> Circle as appropriate	Support level <i>See Key</i> Circle as appropriate	Agreed action <i>See Key</i>
Does the person maintain her/his personal hygiene?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person maintain her/his fluid intake?	Yes Unknown No	Low Medium High	1 2 3 4	
Can the person eat meals and snacks without assistance?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person have dysphagia or is at risk of choking?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person currently experience seizures?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person go to the toilet independently?	Yes Unknown No	Low Medium High	1 2 3 4	
Can the person move around without assistance?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person have a regular sleep pattern?	Yes Unknown No	Low Medium High	1 2 3 4	
Is the person at risk from pressure areas?	Yes Unknown No	Low Medium High	1 2 3 4	
Does the person require any special equipment?	Yes Unknown No	Low Medium High	1 2 3 4	
Summary of additional support needs to be met with identified hours and notes				

Appendix 2

Decision making escalation process

In a case where the Hospital Support Plan cannot be successfully negotiated between the Nurse Unit Managers and Group Home Team Leader/Residential Nurse Unit Manager and/or Coordinator Accommodation and Respite/Nurse Manager Accommodation and Nursing Services or NGO equivalent staff, the following escalation process should apply:

ADHC / NGO	NSW Health
<ul style="list-style-type: none"> • Manager, Accommodation and Respite • NGO Manager • Nurse Manager Accommodation and Nursing Services 	<ul style="list-style-type: none"> • Nursing/Midwifery Unit Manager (N/MUM) <p>(or equivalent – person in charge of shift)</p>
<ul style="list-style-type: none"> • Regional Manager, Accommodation and Respite • NGO Senior Manager • CEO Large Residences • Manager Riverside 	<ul style="list-style-type: none"> • Director of Nursing and Midwifery (DON/M)
<ul style="list-style-type: none"> • ADHC Regional Director • NGO Director • Executive Director LRC SSL 	<ul style="list-style-type: none"> • LHD Director, Clinical Operations
<ul style="list-style-type: none"> • Deputy Director-General • NGO CE 	<ul style="list-style-type: none"> • CE, LHD

In resolving an agreed Hospital Support Plan, the following should be considered:

- Time line should be considered. For example some issues should be resolved within 24 hours.
- Escalation from line manager to next line manager should occur within 24 hours.
- Where matters can't be resolved at each level, details of the relevant managers and contact details should be exchanged prior to escalating the issue.
- A decision about who provides this support and how this support is funded may need to be escalated to Manager, Accommodation and Respite and NSW Health representative (with relevant delegation).