

Complex Bowel Care Policy

1. Introduction

1.1 Purpose

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports CDNI Care Pty Ltd to apply the Complex Bowel Care NDIS Practice Standard.

1.2 Policy Aims

CDNI Care Pty Ltd is committed to ensuring each Participant requiring complex bowel care receives appropriate support relevant (proportionate) to their individual needs.

1.3 NDIS Quality Indicators

In this regard, CDNI Care Pty Ltd aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:

- (a) Each participant is involved in the assessment and development of the plan for their complex bowel care management. With their consent, the participant's health status is subject to regular and timely review by an appropriately qualified health practitioner. The plan identifies how risks, incidents and emergencies will be managed, including required actions and escalation to ensure participant wellbeing.
- (b) Appropriate policies and procedures are in place, including a training plan for workers, that relate to the support provided to each participant receiving complex bowel care.
- (c) All workers working with a participant requiring complex bowel care have received training, relating specifically to each participant's needs, type of complex bowel care and high intensity support skills descriptor for providing complex bowel care, delivered by an appropriately qualified health practitioner or person that meets the high intensity support skills descriptor for complex bowel care.

1.4 Scope

- (a) This Policy applies to the provision of all complex bowel care services and supports at CDNI Care Pty Ltd.
- (b) All permanent, fixed term and casual staff and contractors administering or managing complex bowel care supports are required to take full responsibility for ensuring full understanding of the commitments outlined in this Policy.
- (c) The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows and other strategies referred to in the relevant procedure.

1.5 Related Documentation

The application of the above NDIS Practice Standard by CDNI Care Pty Ltd is supported in part by and should be read alongside the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

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2. Definitions

2.1 Definitions

In this Policy:

CDNI Care Pty Ltd means CDNI Care Pty Ltd ABN 32 640 960 658.

Client means a client of CDNI Care Pty Ltd (including an NDIS participant).

Key Management Personnel means Armour Ncube, Saneliso Sibanda, Blessing L Ncube, Beatitute N Ncube and other key management personnel involved in CDNI Care Pty Ltd from time to time.

Legislation Register means the register of legislation, regulations, rules and guidelines maintained by CDNI Care Pty Ltd.

Policy Register means the register of policies of CDNI Care Pty Ltd.

Principal means Saneliso Sibanda.

Qualified Health Practitioner means an AHPRA registered health practitioner that is appropriately qualified and otherwise competent in the assessment and development of a Complex Bowel Care plan for a Client and may include a registered nurse, physiotherapist, medical specialist or general practitioner.

Related Documentation has the meaning given to that term in section 1.1.

Worker means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by CDNI Care Pty Ltd and includes the Principal.

2.2 What is a complex bowel care?

- (a) Whilst bowel care is a routine part of a Worker's role when providing personal care to the Client, it requires a different level of support when the Client has been assessed as 'at risk' of faecal incontinence or severe constipation.
- (b) Each Client's bowel program should be individualized to manage their specific management for bowel emptying e.g. digital ano-rectal stimulation, abdominal massage and rectal irrigation.
- (c) The main goals in bowel management include:
 - (1) Self-management of regular and predictable bowel emptying at a socially acceptable time and place
 - (2) Using a minimum of physical and pharmacological interventions to achieve complete bowel emptying within an acceptable time frame
 - (3) The prevention of bowel accidents, constipation, autonomic dysreflexia and other complications

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3. Policy Statement

3.1 General

- (a) CDNI Care Pty Ltd is committed to ensuring that Clients receive appropriate complex bowel care in accordance with their needs and with consideration to their privacy, dignity and personal safety.
- (b) CDNI Care Pty Ltd is committed to ensuring that complex bowel care is provided in a manner that is proportionate to needs of the Client and limits clinical risks.
- (c) Subject to having first received appropriate training and otherwise being competent, Workers at CDNI Care Pty Ltd may be required to support a person who requires complex bowel care. The requirements of this role will be clearly documented in a complex bowel care plan that has been developed with and for the Client by a Qualified Health Practitioner that has assessed the Client.
- (d) CDNI Care Pty Ltd will ensure that the Qualified Health Practitioner has provided relevant Workers at CDNI Care Pty Ltd with training tailored and specific to the Client receiving the complex bowel care in order to safely support the Client in the community.
- (e) Each Client requiring complex bowel care, where able, will be involved in the assessment and development of a Complex Bowel Care plan in conjunction with an Qualified Health Practitioner.

4. Procedure

The Policy is supported by the following Procedures which are intended to clarify the responsibilities of the board, Principal, Key Management Personnel and other Workers and make explicit the underlying principles of the Policy. The Procedures work together dynamically and are relevant to all parts of CDNI Care Pty Ltd. The Procedures are not ordered in priority and all are important to achieving the aims of the Policy Statement.

Procedure	Responsibility
<p>4.1 Assessment and Plan Development</p> <ul style="list-style-type: none"> (a) Ensure each Client that requires complex bowel care services and supports from CDNI Care Pty Ltd has an accurate Complex Bowel Care plan (Plan), based on a comprehensive assessment with a Qualified Health Practitioner and developed by that Qualified Health Practitioner for the Client, that can be followed by CDNI Care Pty Ltd Workers to guide complex bowel care services and supports to be provided to the Client. (b) Ensure that the Plan also includes an Action Plan to address any incident or emergency in relation to the complex bowel care. The Action Plan must also identify a clear path for the escalation of any incident or emergency in a timely manner. 	<p>Principal and relevant Workers providing supports</p>
<p>4.2 Review of Client's health status and Plan</p> <ul style="list-style-type: none"> (a) Ensure the Plan is managed, overseen and reviewed by the Qualified Health Practitioner at regular intervals. The regularity of such Plan reviews is at the discretion of the Qualified Health Practitioner and the Client. (b) Ensure the Client is provided all reasonable support to facilitate reviews of the Plan. 	<p>Principal and relevant Workers providing supports</p>

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<p>(c) Monitor changes in the Client's needs.</p> <p>(d) Incidents and emergencies in respect of complex bowel care services and supports will require a Plan review.</p>	
<p>4.3 Train Workers</p> <p>(a) Ensure client specific training is completed by Workers supporting Clients requiring Complex Bowel Care. Training will relate specifically to the Client's needs and cover any specific support requirements the Client may require.</p> <p>(b) Without limiting the above, ensure training also covers how to manage all incidents and procedures relating to the complex bowel care e.g. constipation, dysreflexia, rectal bleeding, perforation and when to refer to the Qualified Health Practitioner e.g. infection, impaction, overflow and changes in bowel habits.</p> <p>(c) Ensure relevant manuals and documentation are provided by the Qualified Health Practitioner to Workers.</p> <p>(d) Ensure training plans are developed and delivered by the Qualified Health Practitioner for the Client (or such other person that CDNI Care Pty Ltd deems has the high skills set relevant to the Clients specific care needs.)</p> <p>(e) Ensure training plans also allow for the provision of on-going training support.</p>	<p>Principal and relevant Workers providing supports</p>
<p>4.4 Services to assist Workers</p> <p>(a) The following services may be drawn upon by CDNI Care Pty Ltd to assist in the appropriate management and support of Clients requiring Complex Bowel Care:</p> <ul style="list-style-type: none"> (1) Local community health nurse (2) Local continence advisors (3) National continence helpline (4) Spinal outreach service (NSW) (5) Victorian Spinal Cord Service (Vic) (6) Spinal Cord Injuries Australia (NSW, ACT, QLD, SA) 	<p>Principal and relevant Workers providing supports</p>
<p>4.5 Risk Management</p> <p>(a) Ensure the training plan and the Plan will include the identification of risks including actions and escalations. This will include both CDNI Care Pty Ltd internal reporting and identified reporting requirements within the Clients' treating team.</p> <p>(b) Ensure the training plan and the Plan will include detail in relation to how to manage a related incident, including the development of an emergency management plan covering emergencies such as constipation, rectal bleeding, perforation, infections or autonomic dysreflexia.</p> <p>(c) All incidents will be recorded and reported in accordance with the Incident Management and Reporting Policy.</p>	<p>Principal and relevant Workers providing supports</p>

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<p>4.6 Communicate in the language, mode of communication and terms that the Client is most likely to understand</p> <p>Support Clients to communicate and be involved in the assessment and development of their Plan for their complex bowel care by communicating with them in a manner which is responsive to their needs and in the language, mode of communication and terms that the Client is most likely to understand by:</p> <ul style="list-style-type: none"> (a) using respectful, open, clear, and honest communication in all professional interactions (e.g., spoken, written, social media); (b) communicating effectively with Clients to promote their understanding of proposed supports and services (e.g., active listening, use of plain language, encouraging questions). (c) identifying potential barriers to effective communication and making a reasonable effort to address these barriers including by providing information and materials on how to access interpreter services, legal and advocacy services. (d) working with bilingual assessment staff, interpreters (linguistic and/or sign), communication specialists and relevant advocacy agencies/services that can also assist Client participation, inclusion, informed choice and control. (e) encouraging Clients to engage with their family, friends and chosen community if CDNI Care Pty Ltd has been directed by the Client to do so. (f) informing Clients of their inherent human rights and legal rights. (g) supporting Clients to exercise their rights and responsibilities. (h) documenting all material communications accurately, clearly, professionally and in a timely manner and including them in the Client's information file. (i) supporting Clients, their family, carers and support network to find, use and access the services and supports they need and work with them to reduce any limitations or barriers where they exist. <p>Aboriginal, Torres Strait Islander and all people from Cultural, linguistic and diverse backgrounds (CALD) are supported in accessing services and support in the community in an inclusive and supportive environment.</p>	<p>Principal and relevant Workers providing supports</p>
<p>4.7 Providing access to advocacy</p> <p>Encourage and support Clients to access legal or advocacy services that can inform them of their legal, human rights while they are receiving a Complex Bowel Care service or support from CDNI Care Pty Ltd by providing information in relation to how to access such services.</p>	<p>Principal and all Workers</p>
<p>4.8 Maintain Clients' rights to privacy</p> <p>Maintain the Client's right to privacy, ensuring that records and information about them including in relation to the exercise of their rights and choice and control are only used in accordance with this Policy, the Privacy and Dignity Policy and</p>	<p>Principal and all Workers</p>

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<p>Related Documentation or under the Client's direction for the purpose of providing services and supports.</p>	
<p>4.9 Welcome feedback</p> <p>(a) Create an environment where all feedback is valued including from Clients (including persons with disability), Workers and others in relation to the subject matter of this Policy and the implementation of these procedures.</p> <p>(b) Welcome feedback (including anonymously) and promptly deal with it pursuant to the CDNI Care Pty Ltd Feedback and Complaints Management Policy.</p> <p>(c) Actively consult with Clients to continually improve in delivering best practice in service delivery.</p> <p>(d) Conduct an annual survey of all Workers, Clients, their support networks and other stakeholders and ask them to suggest areas for improvement in relation to CDNI Care Pty Ltd's application of this Policy including CDNI Care Pty Ltd's promotion of the legal and human rights of its Clients and our efforts in enabling Clients to exercise informed choice and control.</p>	<p>Principal and all Workers</p>
<p>4.10 Workers to commit to Policy</p> <p>(a) All Workers are provided a copy of this Policy in their orientation and induction materials.</p> <p>(b) Under their employment, contractor agreement or binding letter agreement, each Worker at CDNI Care Pty Ltd is required to take responsibility for ensuring:</p> <p>(1) full understanding of the commitments outlined in this policy as well as procedures and other strategies designed to ensure that the principles of this policy are upheld; and</p> <p>(2) ensuring that the principles and procedures and other strategies within this Policy are applied in their daily work.</p>	<p>Principal and all Workers</p>
<p>4.11 Policy adoption</p> <p>Adopt and maintain the Policy and Related Documentation which assists CDNI Care Pty Ltd to demonstrate the relevant NDIS Quality Indicators related to the Complex Bowel Care NDIS Practice Standard.</p>	<p>Principal and all Workers</p>

5. General

5.1 Relevant Legislation, Regulations, Rules and Guidelines

Legislation, Rules, Guidelines and Policies apply to this Policy and Related Documentation as set out in the Legislation Register.

5.2 Inconsistency

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If and to the extent that the terms of this Policy are or would be inconsistent with the requirements of any applicable law, this Policy is deemed to be amended but only to the extent required to comply with the applicable law.

5.3 Policy Details

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