1.0 PURPOSE
Lifestyle Centred Services Pty Ltd is committed to providing a high standard of care and excellence in support and service. Lifestyle Centred Services Pty Ltd has developed the Mealtime Preparation and Delivery Policy, which is consistent with legislative requirements for a high intensity support activity, ensuring a safe, efficient and effective management service to our participants. This policy is also to be used, where applicable, in conjunction with the Enteral Feeding and Management Policy and Procedure.

2.0 SCOPE
All Staffs are required to implement this policy when undertaken mealtime with participants.

3.0 DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dysphagia</td>
<td>Difficulty swallowing.</td>
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</tbody>
</table>

4.0 PRINCIPLES OF MEALTIME PREPARATION AND DELIVERY
- To read, interpret and implement mealtime management plans;
- To follow food preparation procedures;
- To deliver food and monitor eating to identify and respond to risks;
- To arranging/supporting postural requirements.

5.0 ROLES AND RESPONSIBILITIES
The Director is responsible for the overall management of a high intensity supported participant’s care. The participant’s care plan is overseen by a relevant health practitioner (e.g. Speech Pathologist, Dietitian). This care plan will be regularly reviewed where procedures and information will be given to the participant/carer/advocate. Lifestyle Centred Services Pty Ltd’s participants are ensured their desired level of involvement is respected and maintained. Lifestyle Centred Services Pty Ltd will ensure that each participant requiring assistance with meal preparation and delivery, will have their individual needs met.
6.0 CARE PLAN

Lifestyle Centred Services Pty Ltd’s participant mealtime care plan is developed with the involvement of the participant/carer/advocate, Program Coordinator and relevant health practitioners (e.g. Speech Pathologist, Dietitian). Included in the plan is how to support participants who require mealtime assistance and how to follow written meal preparation and delivery instructions. Staff will communicate appropriately with participant/carer/advocate on the delivery, management and monitoring of food preparation and procedures.

This policy is to be used in conjunction with, where required, the Enteral Feeding and Management Policy and Procedure. The participant’s mealtime preparation and delivery will have regular reviews by their Program Coordinator to ensure compliance and consistency for the participants receiving support. The care plan will identify how risks, incidents and emergencies will be managed, including required actions and escalation to ensure participant safety and wellbeing.

The Program Coordinator will ensure there are updated strategies in place for acting upon information from the participant/carer/advocate, Staff and health professionals for any adjustment to the mealtime preparation and delivery.

7.0 STAFF TRAINING

Lifestyle Centred Services Pty Ltd’s will train their frontline staff in how to support mealtime preparation and delivery. Staff will be made aware of associated health conditions and complications that can impact on a participant who requires support with meals, preparation and delivery (including enteral feeding management). Lifestyle Centred Services Pty Ltd frontline staff will have received training, relating specifically to each participant’s needs that require mealtime preparation and delivery. Further specific training will involve the following areas:

- signs and symptoms of swallowing and feeding difficulties;
- risks associated with eating and swallowing;
- risks associated with not following the mealtime plan;
- food preparation requirements and methods for common conditions e.g. people with dysphagia;
- awareness of procedures and methods for including medication in food where this is required by the plan including an understanding of crushable/non-crushable medication;
● common terminology related to mealtime preparation and modified meals.
● adapted equipment,
● health topics such as oral health, nutrition and reflux.

Lifestyle Centred Services Pty Ltd training system complies with the high intensity support activities skills descriptor for providing mealtime preparation and delivery; including how to follow procedures and exercise judgement on when to respond/report problems such as signs of dysphagia, signs of choking, strategies to reduce the risk of choking and aspiration, mealtime body positioning, adapted equipment, and related health topics such as oral health, nutrition and reflux. Lifestyle Centred Services Pty Ltd has policies and procedures in place which identify, plan, facilitate, record and evaluate the effectiveness of training for the frontline staff. This system facilitates training which is mandatory in relation to staff obligations under the NDIS Practice Standards and NDIS rules.

8.0 SAFETY CONSIDERATIONS

Lifestyle Centred Services Pty Ltd will ensure that their Staff have knowledge of and are trained in emergency procedures such as: signs of dysphagia, signs of choking, strategies to reduce the risk of choking and aspiration and mealtime body positioning including how to identify common risks and indicators of these and understanding and when to involve their Program Coordinator and a qualified health practitioner (e.g. Speech Pathologist, Dietitian). To monitor chart and record participants mealtime delivery as Lifestyle Centred Services Pty Ltd Information and Record Keeping Policy and Procedure.

The Staff will consult with the participant/carer/advocate to identify, recognise and respond/report problems such as signs of choking, dysphagia and general discomfort while eating. Lifestyle Centred Services Pty Ltd Staff will involve their Program Coordinator if any of the above risk factors are present with their participants. Equipment in the home will/may include:

● adapted equipment e.g. knives, forks spoons, plates, bowls and cups,
● resources for preparing and cooking food eg; kitchen, stove, oven, refrigerator and freezer
Policy and Procedure • Subcutaneous Injection

9.0 LEGISLATION

- NDIS Quality and Safeguards Commission (2018)
- NDIS High Intensity Support Skills Descriptor
- NDIS High Intensity Daily Personal Activities
- NDIS Provider Registration and Practice Standards

10.0 RELATED DOCUMENTS

- Working with Children Policy and Procedure
- Work Health and Safety and Environment Management
- Code of Conduct Policy
- Complaints Compliments and Feedback Policy
- Consent Policy
- Person Centred Supports Linkages Policy and Procedure
- Human Resource Management Policy
- Reportable Incident, Accidents and Emergencies Policy
- Information and Record Keeping Policy and Procedure
- Management of Waste Policy
- Management of Medication Policy
- Privacy and Confidentiality Policy
- Risk Management Policy
- Service Agreement Policy

11.0 RELATED FORMS

- Authority to Act as an Advocate
- Code of Ethics and Conduct Agreement
- Complaints and Feedback Form
- Doctors Medication order Form
- Hazard Form
- Incident Investigation Form
- Privacy and Confidentiality Agreement
- Risk Assessment Form
1.0 PURPOSE

Lifestyle Centred Services Pty Ltd is committed to providing the highest standard of care and support for a participant requiring subcutaneous injections. Lifestyle Centred Services Pty Ltd has developed the Subcutaneous Injection Policy and Procedure consistent with legislative requirements for a high intensity support activity, ensuring a safe, efficient and effective management service to our participants. This policy is to be used in conjunction with the Management of Medication Policy and Diabetes Management Policy.

2.0 SCOPE

The policy applies to all staff who undertake Subcutaneous Injection.

3.0 DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
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</tr>
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<tbody>
<tr>
<td>Subcutaneous</td>
<td>The area just below the skin (fatty tissue).</td>
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<tr>
<td>Injection</td>
<td>the process of using a syringe with a needle and inserting into the skin.</td>
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<tr>
<td>Insulin</td>
<td>a natural hormone made by the pancreas that controls the levels of glucose in the blood.</td>
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<tr>
<td>Insulin pen</td>
<td>A reusable or disposable pen-like device that has a disposable needle attached, used for injecting a regulated dose of insulin to control blood glucose levels in people with diabetes.</td>
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</tbody>
</table>

4.0 PRINCIPLE OF SUBCUTANEOUS INJECTION

- To follow personal hygiene and infection control procedures;
• To confirm client details (using the “7 rights”) and need for injection,
• To follow safe injecting procedures using pumps and pens,
• To monitor participants for any adverse reactions,
• To maintain accurate and safe records of medication administration.

5.0 ROLES AND RESPONSIBILITIES

Lifestyle Centred Services Pty Ltd’s Director is responsible for the overall clinical management of a high intensity supported participant’s care with the health practitioner (e.g.; Medical Doctor, Registered Nurse, Enrolled Nurse). This policy is to be used in conjunction with Lifestyle Centred Services Pty Ltd’s Management of Medication Policy and Diabetes Management Policy. The participant’s care plan is also included and overseen by a health practitioner (e.g. Medical Doctor, Registered Nurse, Enrolled Nurse). This care plan will be regularly reviewed where procedures and information will be given to the participant/carer/advocate. Lifestyle Centred Services Pty Ltd’s participants are ensured their desired level of involvement is respected and maintained. Lifestyle Centred Services Pty Ltd will ensure that each participant requiring subcutaneous injections will receive support for care of their medication management, skin integrity and subcutaneous injections, relevant and proportionate to their individual needs.

Please Note: That any cares required outside of what is written in this policy and procedure must be performed by a qualified health practitioner (e.g. Medical Doctor, Registered Nurse, Enrolled Nurse). In some cases, Staff may respond when a participant requires emergency procedures to be implemented; there must be active oversight by a health practitioner (Medical Doctor, Registered Nurse, Enrolled Nurse).

6.0 CARE PLAN

Lifestyle Centred Services Pty Ltd’s participant care plan is developed with the involvement of the participant/carer/advocate, their Program Coordinator and health practitioners (e.g. Medical Doctor, Registered Nurse, enrolled Nurse). Included in the plan is detailed instructions on medication requirements, dose calculation (where required), injecting procedure and incident and emergency management. There is documented, written and/or phone orders, by the health practitioner (Medical Doctor) prescribing the medications, that Lifestyle Centred Services Pty Ltd trained Staff can administer via subcutaneous injection. This is always kept in the care plan.
Staff will confirm consent from participant/carer/advocate prior to any subcutaneous injections to be performed on the participant. The participant’s medication/s will have regular reviews by a qualified health practitioner (e.g. Medical doctor, Registered Nurse, Enrolled Nurse). The care plan will identify how risks, incidents and emergencies will be managed, including required actions and escalation to ensure participant safety and wellbeing.

Participant’s care plans are to clearly identify the types of subcutaneous injection used e.g. pens and/or pumps which will administer a pre-measured medication. Where a participant’s care plan requires the Staff to calculate and draw up the required dose of medication, this procedure must be under direct clinical supervision of a Registered Nurse or Enrolled Nurse. The plan must identify the health practitioner responsible for overseeing the injecting process and describe the checking procedure to be followed so that the worker confirms calculations and dose measurement prior to administering injection. Lifestyle Centred Services Pty Ltd require all their Staff who are administering medications to follow the “7 rights” process in checking; as listed below:

1. Right Participant.
2. Right Drug.
3. Right Route.
4. Right Dose.
5. Right Time.
6. Right Documentation.
7. Right to Refuse.

In the case where a participant may not be able to verbally clarify their name, other reasonable methods of communication will be used to verify this. Lifestyle Centred Services Pty Ltd Staff will identify the adverse effects of the medication, as well as site location and rotation, timing, safe needle disposal, signs of medication reactions. A participant’s care plan will be reviewed weekly or as required to ensure there are strategies in place for acting upon information from the participant/carer/advocate, Staff and health professional (Medical Doctor, Registered Nurse, Enrolled Nurse). Staff are to follow documentation procedures which may include:

- Medication administration record
- Medication incident form
**Policy and Procedure • Subcutaneous Injection**

<table>
<thead>
<tr>
<th>Document Identifier</th>
<th>Version</th>
<th>Reviewed By</th>
<th>Authorised By</th>
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<tbody>
<tr>
<td>LCS-PP-HIN117</td>
<td>0</td>
<td>Ruth Wearne, QM</td>
<td>Tarina Venturin, OM</td>
</tr>
</tbody>
</table>

**Next Review:** 4/4/2021  
**Date:** 4/4/2020

**NDIS Standard:** High Intensity Module – Meal Preparation and Delivery

- Procedures for subcutaneous injections
- Insulin medication and documentation procedures
- Monitoring and recording of BGLs
- Emergency management procedures
- Record any changes requested by a health practitioner (e.g. Medical Doctor, Registered Nurse)
- Document and communicate to their Program Coordinator and participant/carer/advocate when there is a Diabetes management request for a change.
- Medication administration by pens and pumps.
- Understanding different injection methods and related equipment;
- Medication checking and recording requirements;
- Impact of variables that affect take up such as site location and rotation (related to specific medication and timing)
- Safe needle disposal;
- Signs of adverse reactions and action required including common symptoms of overdose and withdrawal;
- Common risks of injecting and related control methods;
- Quality check protocols when calculating and delivering a variable dose.

### 7.0 STAFF TRAINING

Lifestyle Centred Services Pty Ltd’s will train their Staff in Subcutaneous Injections in conjunction with the Management of Medication Policy and Diabetes Management Policy. The Staff will hold relevant and additional qualifications and experience. It is desirable that all Staff will have further education in medication procedures taking due care and diligence to comply with legislative requirements e.g. Training in first aid, healthy body systems and the administration of medication; delivered by a Registered Training Organisation (RTO) in accordance with Australian Qualification Framework (AQF) standards.

Lifestyle Centred Services Pty Ltd’s Staff are trained to be aware of the impact of associated health conditions and complications that impact on participants who have require medication administration via subcutaneous injections. Staff will have knowledge of basic anatomy of the integumentary system as well as:
Lifestyle Centred Services Pty Ltd training system complies with the high intensity support activities skills descriptor for providing subcutaneous injections including how to follow procedures and exercise judgement on when to respond/report problems such as adverse reactions, signs of deteriorating health or infection. Lifestyle Centred Services Pty Ltd has policies and procedures in place which identify, plan, facilitate, record and evaluate the effectiveness of training for the frontline staff. This system facilitates training which is mandatory in relation to staff obligations under the NDIS Practice Standards and NDIS rules.

**8.0 SAFETY CONSIDERATIONS**

Lifestyle Centred Services Pty Ltd will ensure that their Staff have specific knowledge and training in subcutaneous injections. They will be trained in how to identify and minimise participant exposure risk factors for eg: safe needle disposal, site rotation, adverse reactions, risk of injections, safe documentation and the actions required. The Staff will consult with the participant/carer/advocate to identify and remove or minimise exposure to infection.

Staff will take appropriate action to identify early indicators of adverse reactions and the impact of variables such as site location and rotation. Lifestyle Centred Services Pty Ltd Staff will have their subcutaneous injection technique reviewed annually to ensure continued safe practice.

When there is an incident, emergency or associated risk, Lifestyle Centred Services Pty Ltd Staff will follow the Incident, Emergency and Risk Management Policy and Subcutaneous Injections Care Plan in conjunction with the Management of Medication Policy and Diabetes Management Policy. Lifestyle Centred Services Pty Ltd Staff will exercise judgement in each situation. Staff will ensure they know where to find specific information regarding emergency management and communication methods e.g. writing, sign language, communication aids and all relevant emergency numbers for health practitioners. Lifestyle Centred Services Pty Ltd Staff will know the appropriate methods for communication with their participant.

Staff will also comply with the safety considerations in Lifestyle Centred Services Pty Ltd subcutaneous injections and Management of Medication Policy and the Diabetes Management Policy. Alterations to the medication and administration are to occur with written/phone health...
practitioner orders and carried out under supervision. All changes will be documented and recorded according to the care plan and the Information and Record Keeping Policy and Procedure.

Lifestyle Centred Services Pty Ltd has procedures, registers and reports in place to ensure that service provision is provided for the maximum of participant safety and wellbeing.

8.1 Equipment in the home
Equipment in the home may include:

- Disposable gloves (powder free)
- Insulin pen
- Insulin vile/ampule
- Lancet or needed device for finger pricking
- Glucometer
- Test strips
- Tissues
- Other Medications
- Needles, syringes (for insulin administration)
- Clinical sharps container

9.0 PROCEDURE FOR SUBCUTANEOUS INJECTIONS (insulin)
This procedure has been written as a generic guide to subcutaneous injections for insulin. A Staff must consult their individual participant’s careplan for specific instructions. This procedure should be read in conjunction with Lifestyle Centred Services Pty Ltd’s Management of Medication Policy and Diabetes Management Policy. Insulin is a medication that is administered via a subcutaneous injection into a participant’s hypodermal layer of their skin. Insulin assists a participant’s body to metabolise the glucose in their blood after consuming foods. Without this medication a participant will fall into a coma and eventually die without intervention.

9.1 Medication Preparation (Insulin)
9.1.1 Pen Devices
Always follow the participant’s care plan to ensure the correct technique and amount of medication. Pen devices are for individual use only and should not be administered through clothing.

1. Fit a new needle to the top of the pen.
2. Resuspend cloudy insulin if applicable.
3. ‘Prime’ the pen to ensure it is working correctly and there are no air bubbles.
4. Dial up the required dose of insulin.
5. Insert the needle and push down the plunger to administer the insulin dose.
6. Leave the pen needle in situ after injecting the medicine for 10 seconds (or as per the manufacturer’s instructions) to allow the medicine to fully inject.
7. Counting past 10 seconds may be needed for higher doses.
8. Remove the pen needle and discard safely. Replace cap on the pen.

9.1.2 Injecting Technique

The type of injecting technique and site will be pre assessed by a health practitioner (Registered Nurse, Enrolled Nurse) when developing the care plan for each individual participant. Once a Lifestyle Centred Services Pty Ltd’s Staff has had training and been assessed as competent, they will then utilise the care plan to formalise what technique to use when administering subcutaneous injections.

9.1.3 Site
The choice of injection site should take into consideration the requirements of different injectable medications and specified in the participant’s care plan. The abdomen is the preferred injection site for most participants due to its convenience, consistency and reproducible rates of absorption of injectable medications. If the site requires cleaning, soap and water is adequate. The use of alcohol swabs to cleanse the skin prior to injection should not be required and increases the risk of toughening the skin.

9.2 Technique
The size and angle of insertion of the needle used for injection, and the need for a lifted skinfold, should be determined according to a health practitioner (Registered Nurse, Enrolled Nurse) clinical examination and consideration of the likely composition of skin and subcutaneous tissue.

Below is a generic guide to administering a subcutaneous injection.

1. Use thumb and index finger (or middle finger) to gently lift (not grab) the skin fold and avoid lifting accompanying muscle.
2. Inject into the raised tissue at 90 degrees.
3. Keep the skin fold raised as the medication is administered.
4. Maintain a steady rate in injecting the solution.
5. Hold the needle in situ for 10 seconds, or as per the care plan instructions.
6. Withdraw the needle and release the skin fold.
7. Observe for trauma, leakage or pain at the site.
8. Dispose of the needle as per Lifestyle Centred Services Pty Ltd Waste Management Policy.

10.0 LEGISLATION
- NDIS Quality and Safeguards Commission (2018)
- NDIS High Intensity Support Skills Descriptor
- NDIS High Intensity Daily Personal Activities
- NDIS Provider Registration and Practice Standards

11.0 RELATED DOCUMENTS
- Working with Children Policy and Procedure
- Code of Conduct Policy
Policy and Procedure • Subcutaneous Injection

- Complaints Compliments and Feedback Policy
- Consent Policy
- Person Centred Supports Linkages Policy and Procedure
- Human Resource Management Policy
- Reportable Incident, Accidents and Emergencies Policy
- Information and Record Keeping Policy and Procedure
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- Management of Medication Policy
- Privacy and Confidentiality Policy
- Risk Management Policy
- Service Agreement Policy
- Work Health and Safety and Environment Management

12.0 RELATED FORMS
- Authority to Act as an Advocate
- Code of Ethics and Conduct Agreement
- Complaints and Feedback Form
- Doctors Medication Order Form
- Hazard Form
- Incident Investigation Form
- Medication Error Report
- Privacy and Confidentiality Agreement
- Risk Assessment Form
- TRAINING PLAN – Subcutaneous Injections