

<b>Title</b>	<b>Provision of Bowel Care by Support Workers</b>
<b>Purpose</b>	This guideline is to assist service providers (organisations and individuals) to maintain a consistent quality standard of services delivered regarding the provision of bowel care in the community setting that reflects best practice.
<b>Background</b>	The method of bowel care can vary greatly. This is determined by the treating <b>doctor</b> . It may include: <ul style="list-style-type: none"> <li>• Oral aperients</li> <li>• Suppositories</li> <li>• Enemas</li> <li>• Bowel wash out</li> <li>• Manual removal</li> </ul>
<b>Scope</b>	This guideline applies to the delivery of bowel care in the community in Australia or Australians visiting overseas with their Australian support worker/s.
<b>Disclaimer</b>	This guideline is provided to help guide best practice in the community services industry. This information does not in any way replace legislative, regulatory or contractual requirements. Users of this document should seek appropriate expert advice in relation to their circumstances.  ACIA does not accept any liability on the use of this guideline.
<b>Desired Outcome</b>	<ul style="list-style-type: none"> <li>• To maintain a quality and safe standard of services delivered</li> <li>• To reduce confusion as to when it is appropriate to use trained support workers to administer bowel care to Participants in the community</li> </ul>
<b>Definitions and Supporting Information</b>	<b>Community Supports and/or Services</b> is defined as the provision of paid supports and services in a Participant's home or community. It includes but is not limited to, the following activities of daily living: <ul style="list-style-type: none"> <li>• clinical supports</li> <li>• community access</li> <li>• gardening and home maintenance</li> <li>• higher risk supports</li> <li>• housework or domestic assistance</li> <li>• nursing services</li> <li>• palliative care</li> <li>• personal care or support</li> <li>• respite care</li> <li>• social support</li> </ul>

	<ul style="list-style-type: none"> <li>• transport assistance</li> </ul> <p><b>Support Worker</b> is an individual who assists or supervises a participant to perform tasks of daily living to support and maintain general wellbeing and enable meaningful involvement in social, family and community activities in the person's home and community. The Support Worker is a paid person who has access to education, support and advice from the <b>Service Provider</b> line manager or team leader. <b>Support Worker</b> has been commonly known as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.</p> <p><b>Service Providers</b> are organisation or a person who are funded for the delivery of supports and services to Participants</p> <p><b>Carer</b> is a person that provides supports to the participant at no cost (generally family or friend).</p> <p><b>Participant</b> means the client, consumer or person receiving the nursing or community service or support. As Participant involvement and service direction has increased it is imperative to involve the participant in all aspects of the service delivery and the direction of their services to their ability.</p> <p><b>Plan</b> means a Service Plan or Individual Plan (<i>however titled – the plan</i>) is a document developed in response to a request for service. It is developed by a skilled registered nurse <i>or a person deemed competent by the provider</i> from the service provider organisation prior to the commencement of service delivery. It outlines the expected outcomes of the requested services and the tasks, duties and interventions required to meet the needs of the Participant (within the parameters of the funding program). The plan guides and directs the individual support worker in their day-to-day delivery of the services.</p> <p><b>Registered Nurse</b> means a person who has completed the prescribed educational preparation, demonstrated competence for practice, and is registered and licensed with the Australian Health Practitioner Regulation Agency (AHPRA) as a registered nurse.</p> <p><b>Support Worker Competency</b> means a support worker who has been trained and assessed as competent by skilled registered nurse <i>or a person deemed competent by the provider</i></p>
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<p><b>Guideline/Policy</b></p>	<p><b><u>Service Provider</u></b></p> <p><b>As a part of any community service or support delivered by support workers the service provider will:</b></p> <ul style="list-style-type: none"> <li>• Assess the initial care needs with the participant</li> <li>• Determine the areas of bowel care that the <b>support worker</b> may attend</li> <li>• Develop plans with identified outcomes</li> <li>• Provide written procedures on the provision of bowel care by the <b>support worker</b> - this may be included as part of the plan.</li> <li>• Policies and procedures for bowel care should be clearly documented in the home and only changed by the <b>doctor</b>, registered nurse or person deemed competent by the provider</li> <li>• Identify education needs for support workers</li> <li>• Provide relevant competency based training and assessment processes for the support workers to ensure they are competent to perform the prescribed duties, tasks and interventions</li> <li>• Monitor, review, evaluate and adapt as required the service, plans and outcomes with the involvement of the Participant</li> </ul> <p><b><i>It is recommended wherever possible, that initial bowel care training should be provided by the discharging hospital.</i></b></p> <p><b><u>Support workers</u></b></p> <p><b>Support workers <u>may</u>:</b></p> <ul style="list-style-type: none"> <li>• Perform any task on the plan apart from those that must be performed by a registered nurse</li> </ul> <p><b>Support workers <u>must</u>:</b></p> <ul style="list-style-type: none"> <li>• Complete competency training and assessment in the task by the service provider</li> <li>• Follow the plan as provided by the service provider</li> <li>• Report to their supervisor any changes or variations for advice</li> <li>• Not change any plan</li> <li>• Report any issues arising from the delivery of bowel care (such as: bowels not open, bleeding, constipation, diarrhoea) to the service provider for further advice</li> </ul> <p>Identify and report to their supervisor any gaps in their ability to deliver the required service</p>
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<b>Resource Documents</b>	<ul style="list-style-type: none"><li>• <i>Matching client needs and support worker skills in the New South Wales Motor Accidents Scheme</i>, Motor Accidents Authority NSW August 2003</li><li>• <i>Guidelines for Levels of Attendant Care for People with Spinal Cord Injury</i>, Lifetime Care Support Authority NSW 2007</li></ul> <p>NSW Health – Various documents <a href="http://www.health.nsw.gov.au">www.health.nsw.gov.au</a> then go to 'Publications and Resources' 'Policy Directives and Guidelines' then either "search by A to Z" or search specific word/s eg. Bowel care</p>
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