

<b>Title</b>	<b>ACIA 014 - Provision of Catheter Care by Support Workers in the Community</b>
<b>Purpose</b>	<p>This guideline is to assist:</p> <ul style="list-style-type: none"> <li>• Service providers (organisations and individuals), participants, stakeholders and funders</li> <li>• Regarding safe and acceptable catheter care in the community by care support workers.</li> </ul>
<b>Background</b>	<p>Historically in Australia, most nursing care or support services were delivered in the acute hospital setting and in the community by registered nurses. However, the past two decades has seen unprecedented growth in the amount and type of care being provided in the community. Factors contributing to this shift have been technological advances; changing expectations of participants who wish to remain in their own environment wherever possible; hospital beds and workforce shortages and the recognition by health professionals that it is safer in the community rather than a hospital due to infection control issues and risks.</p> <p>As the Community Service and Support Industry has grown and a review of the competencies required to deliver safe care services has led to significant shifts in nursing, care and service delivery practices, particularly in the community.</p> <p>There are numerous clinical guidelines on best practice written by government departments that address aspects of these changes. Where available, these have been used as source documents for these guidelines (and are listed at the end of the document).</p> <p>However, clarification is still required regarding specific duties, tasks and intervention provided in the community. Specifically, guidance is needed regarding duties, tasks and interventions that must be undertaken by a registered nurse and consequently, tasks that may be undertaken by support workers having achieved specific competencies.</p> <p>This guideline provides clarity around the roles of the support worker, service provider and registered nurse in the delivery of catheter care in the community. This is important as participants in the community with a catheter used as part of their clinical care needs are at significant danger of acquiring a urinary tract infection and/or urethral trauma, although less so than in a hospital or facility.</p> <p>Urinary catheterisation is an intervention to enable emptying of the bladder by insertion of a catheter. The intervention is usually performed by healthcare staff (including registered nurses) in a variety of settings including acute care, primary care and long-term care.</p> <p>General principles of catheterisation and infection control apply to all participants; however, some people will have particular needs, e.g. children and participants with spinal injuries. Staff working with these groups of patients must familiarise themselves with their unique needs.</p>

	Furthermore, 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. It is further acknowledged that dignity of risk is an important part of this choice and control.
<b>Scope</b>	This guideline applies to the provision of paid support and nursing service delivery in the community. They are relevant Australia-wide or when a participant is travelling overseas with their Australian team of support worker/s.
<b>Disclaimer</b>	This guideline is provided to help guide best practice in the community service and support 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 particular circumstances. ACIA does not accept any liability on the use of this guideline.
<b>Definitions and Supporting Information</b>	<p><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:</p> <ul style="list-style-type: none"> <li>• personal care or support</li> <li>• housework or domestic assistance</li> <li>• transport assistance</li> <li>• community access</li> <li>• social support</li> <li>• nursing services</li> <li>• clinical supports</li> <li>• gardening and home maintenance</li> <li>• palliative care</li> <li>• respite care</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>

**Carer** is a person that provides supports to the participant at no cost (generally family or friend).

**Catheter** means a medical term for a flexible or rigid hollow tube used to drain fluids from body cavities or to distend body passages, especially one for passing into the bladder through the urethra or abdomen to draw off urine. There are many types of catheters including:

- **Indwelling Catheter**
- **Suprapubic Catheter**
- **In/out catheter**
- **Uridome/Urisheath**

**Competent** means having been trained and assessed by a registered nurse or enrolled nurse or approved assessor as competent to safely and appropriately perform a specified task.

**Infection Control** means infection prevention and control measures aim to ensure the protection of those who might be vulnerable to acquiring an infection both in the general community and while receiving care due to health problems, in a range of settings. The basic principle of infection prevention and control is hygiene.

**Medication** means any substance which is supplied by a pharmacist or doctor or dispensed by a pharmacist on the prescription of a doctor, or supplied directly by the doctor, and has a label attached to it. The term also includes any over the counter medication or natural therapy products.

**Participant** means the client, consumer or person receiving the nursing or support.

**Plan** means a Care and Service Plan or Individual Plan (however titled – the plan) is a document developed in response to a request for service. It is developed by a registered nurse (or other appropriately, similarly skilled professional) from the service provider, prior to the commencement of service delivery. It outlines the expected outcomes of the requested care/services and the tasks, duties and interventions required to meet the care and service needs of the participant (within the parameters of the funding program). The plan guides and directs the individual support worker or registered nurse in their day-to-day delivery of the services.

**Registered Nurse** 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

	<p>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 a Registered Nurse or doctor to safely and appropriately perform a specified task as a support worker.</p>
<p><b>Desired Outcome</b></p>	<ul style="list-style-type: none"> <li>• To maintain a quality and safe standard of care</li> <li>• To reduce confusion as to when it is appropriate to use trained support workers to provide catheter care to participants in the community</li> <li>• To ensure safe elimination of urine</li> <li>• To avoid infection</li> </ul>
<p><b>Guideline</b></p>	<p><b><u>Service Provider</u></b></p> <p><b>As a part of any support service delivered by support workers the service provider will:</b></p> <ul style="list-style-type: none"> <li>• Assess initial care needs with the participant. Consider also the psychological needs and engage the participant to access specialist help/advice (if necessary)</li> <li>• Determine the areas of catheter care that the support worker may attend</li> <li>• Develop plans with identified outcomes</li> <li>• Provide written procedures on the provision of catheter care and infection control by the <b>support worker</b> – this may be included as part of the plan</li> <li>• The plan for catheter care should be clearly documented in the home and only changed by the <b>doctor</b> or a <b>registered nurse</b> and access to policies and procedures be made available to <b>support workers</b></li> <li>• Identify education needs for <b>support workers</b>. Provide relevant competency-based education and assessment processes for the support worker/s to ensure they are competent to perform the prescribed duties, tasks and interventions</li> <li>• When an in/out Catherisation is required the provider must ensure that the support worker has the training and competency relevant to the sex of the person</li> <li>• Monitor, review, evaluate and adapt as required the service, plans and outcomes with the involvement of the participant</li> </ul> <p>It is recommended that support worker duties be delivered under the direction and supervision of a registered nurse.</p> <p><b><u>Service by a Registered Nurse</u></b></p> <p><b>A paid registered nurse is required to:</b></p> <ul style="list-style-type: none"> <li>• Change a suprapubic catheter</li> </ul>

	<ul style="list-style-type: none"> <li>• Change an indwelling catheter</li> </ul> <p><b><u>Support Workers</u></b></p> <p><b>Support workers <u>may NOT</u>:</b></p> <ul style="list-style-type: none"> <li>• Perform any duties that must be attended to by a registered nurse (as outlined above)</li> </ul> <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 (or other suitably assessed person), after having completed competency training and being signed off as competent in the task by the service provider. Examples include:             <ul style="list-style-type: none"> <li>○ Do in/out catheterisation (often used with children)</li> <li>○ Empty drainage bag</li> <li>○ Change drainage bag</li> <li>○ Clean catheter site</li> <li>○ Ensure no obvious kinks in catheter</li> <li>○ Observe and report:                 <ul style="list-style-type: none"> <li>▪ If urine not clear</li> <li>▪ If urine has unusual odour</li> <li>▪ If debris in urine</li> <li>▪ If output reduced</li> <li>▪ If catheter site red</li> </ul> </li> </ul> </li> </ul> <p><b>Support workers <u>must</u>:</b></p> <ul style="list-style-type: none"> <li>• Follow the plan as provided by the service provider</li> <li>• Report to their supervisor of any changes or variations for advice</li> <li>• Not change the plan</li> <li>• Identify, and report to their supervisor, any gaps in their ability to deliver the required service including difficulties in completing the tasks within the allocated time</li> </ul>
<p><b>Resource Documents</b></p>	<ul style="list-style-type: none"> <li>• ACiA 002 - Provision of Paid Support and Nursing in the Community</li> <li>• ACIA Guideline 004 – Administration of oral Medication in the Community</li> <li>• ACIA Guideline 005 – Administration of non-oral and injectable Medication in the Community</li> <li>• ACIA Guideline 011 – Administration of Insulin in the Community by Support Workers</li> <li>• Capability Framework for Support Workers – for supporting people of any age with brain injury and/or spinal cord injury, ACIA 2015:</li> </ul>

<http://www.acia.net.au/education/acia-education-and-training>

- NSW Health – Various documents [www.health.nsw.gov.au](http://www.health.nsw.gov.au) then go to 'Publications and Resources' 'Policy Directives and Guidelines' then either "search by A to Z" or search specific word/s eg. Medication
- Best Practice Statement - Urinary Catheterisation & Catheter Care, [http://www.healthcareimprovementscotland.org/previous\\_resources/best\\_practice\\_statement/urinary\\_catheterisation\\_care.aspx](http://www.healthcareimprovementscotland.org/previous_resources/best_practice_statement/urinary_catheterisation_care.aspx), NHS Quality Improvement Scotland 2004
- The Australian and New Zealand Urological Nurses Society INC. (ANZUNS) Talbot, Kay (2006)
- Conway LJ, Larson EL. Guidelines to prevent catheter-associated urinary tract infection: 1980 to 2010. *Heart & lung: the journal of critical care*. 2012;41(3):271-283. doi:10.1016/j.hrtlng.2011.08.001.
- Guideline for Prevention of Catheter-Associated Urinary Tract Infections. Centre for Disease Control, <http://www.cdc.gov/infectioncontrol/guidelines/CAUTI/index.html>
- Department of Health. (2001). Guidelines for preventing Infections associated with the Insertion and Maintenance of Short Term Catheters in Acute Care. *Journal of Hospital Infection*, 47(Suppl), S39 - S46
- Matching client needs and support worker skills in the New South Wales Motor Accidents Scheme, Motor Accidents Authority NSW August 2003
- Guidelines for Levels of Attendant Care for People with Spinal Cord Injury, Lifetime Care Support Authority NSW 2007
- Boarding Houses Regulation 2013