



Home & Complex Care
Staff Handbook
- January 2021 -

SECTION 1 – About Life Plus

Welcome!

Welcome to your new role at Life Plus and congratulations on choosing Life Plus as your employer of choice. As a Life Plus staff member you will play a vital role in supporting Life Plus clients, whether that be in the Community or in a facility.

You were selected for your role as we believe the attributes you display reflect those we look for in our Life plus family and I look forward to seeing you settle into your role and see you develop. We have all been new to an organisation and understand that it can be very unsettling and we feel you! Please remember we are here to support you and are always happy to answer any questions you may have – even if it's the same question for the 15th time – keep asking until you are 100% sure.

Life Plus prides itself on operating in an open, honest and transparent way and we operate an “open door” policy so there is always someone available to help.

I would just like to take this opportunity to wish you a very warm welcome and look forward to working with you moving forward.

Kind regards



Michelle Batchelor
Managing Director
Life Plus

OUR MISSION STATEMENT

We are passionate & committed to candidates & clients alike.

We will meet your needs in the busy and demanding healthcare market.

OUR VALUES

- Quality of Service
- Respect for diversity
- Partnership in care
- Value on cost
- Openness and honesty
- Friendly approach
- Easy to use service

INTRODUCTION

Life Plus are committed to ensuring that your time with us is happy and productive; as such please take your time to become familiar with the contents of this handbook as it will answer many questions you may have. It has lots of information about the work you will be doing and how to go about it. It is your guide to providing the best support to clients safely.

It is important that you are aware of all Life Plus policies and procedures and even more so for those that are in place to keep both you and your client safe.

COMPANY HISTORY & BACKGROUND

Life Plus was established in 2007 and operates across a wide range of disciplines within the Healthcare sector. Each area of the organisation employs senior and highly experienced Healthcare Recruitment staff and Registered Health Professionals who can demonstrate sound consultancy expertise specific to the Healthcare market. We believe that we offer a truly collaborative working environment to deliver first class solutions.

Life Plus operates across 4 divisions nationally including:

- Temp Services
- Homecare
- Serious Injury & Complex Care
- Permanent Recruitment

With Offices in Auckland, Tauranga and Christchurch we offer staffing solutions to people in their homes as well as Hospitals, Rest Homes, Residential Services and Mental Health organisations 24-hours a day, all year-round. We provide staff to support clients to live independently in their own homes as well as providing supplementary staffing levels within healthcare facilities. These can be casual, permanent or temporary placements.

SERVICES WE PROVIDE AND LOCATIONS

OUR LOCATIONS



AUCKLAND - HEAD OFFICE
Level 1, 96 New North Road, Eden Terrace
AUCKLAND 1021



TAURANGA OFFICE
Suite 2, 344 Otumoetai Road, Otumoetai
TAURANGA 3110



CHRISTCHURCH OFFICE
Unit 5, 7 Burdale Street, Riccarton
CHRISTCHURCH 8110



Temporary Services

Life Plus also operates a busy temporary services bureau, providing a comprehensive range of services across the healthcare sector, including but not limited to:

- Mental Health
- Intellectual Disabilities
- Addictions
- Aged Care
- Primary Care
- Community and Social Care
- Medical Management, Admin & Support
- Allied Health

Providing a 24-hour temp bureau services, we are able to provide quality temporary staff at short notice- whether on contract or daily shifts across the Northland, Auckland and Waikato regions. We have a broad range of staff available including:

- Healthcare Assistants
- Community Support Workers
- Peer Support Workers
- Trackers
- Cooks
- Medical Receptionists
- Enrolled Nurses
- Registered Nurses/Practice Nurses
- Clinical / Facility Managers
- Social Workers
- Locums/GP's
- Physiotherapists
- Occupational Therapists

Homecare Services

Life Plus is committed to providing high-quality person-centred care to people of all ages in the comfort of their own homes. Our key focus is to support independence and choice for clients through a person-centred approach. We strive to provide home care services which are of high quality and consistent. By doing this we ensure that not only is the dignity and privacy of our clients preserved but that they live safely and comfortably in their own homes

We have a diverse team of well trained and highly experienced staff who are reliable and always deliver the quality service we pride ourselves in.

- Home Help
- Meal Preparation
- Household Tasks
- Personal Care Assistance
- Child Care Assistance
- Accessing the community and driving
- Assistance with Shopping and attending Appointments
- Companionship
- Medication Support
- Maintaining a healthy home

Serious Injury and Complex Care

At Life Plus we know it's the flexibility, the "little things" and the "little additions" that make life easier when receiving support. Our key focus is to support independence and choice for clients through a person- centred strengths-based approach. In developing care packages, we explore and partner with the client, their family/whanau and trusted network to co-author what their care plan/pathway will look like. We currently provide support for (but not limited to):

- Traumatic Brain Injury
- Spinal Cord Injury
- Cerebral Palsy
- Autism
- Complex medical conditions such as neurological and respiratory conditions
- Serious injuries such as Burns
- Post-Surgical Care

By combining this information with a full clinical assessment of client needs and risk assessments, and considering any cultural needs/wishes we are able to create a complete picture of the client that enables us to select appropriately trained, qualified and experienced staff to deliver a holistic care package designed to respect client choice, support maximum independence and quality of life.

Permanent Recruitment

Performing the full recruitment Life Cycle, we partner with clients across the healthcare sector with many preferred supplier agreements. With over 70 years of combined recruitment expertise, you can be sure we are well networked and highly skilled in sourcing the right person, at the right time, with the right skills and experience, adding significant value to the recruitment process and saving valuable time.

Here are just some of the areas we recruit staff into:

- Mental Health
- Intellectual Disabilities
- Addictions
- Aged Care
- Primary Care
- Community and Social Care
- Medical Management, Admin & Support
- Allied Health

OUR PEOPLE

Temp, Homecare & Complex Care Staff (YOU) - You may work alongside other support staff at different times.



Consultants / Resourcers - Your first point of contact and who to call if you have a problem or need advice. They may also be a Registered Health Professional.

Registered Health Professionals & Assessors - This includes Registered Nurses, Enrolled Nurses, Physiotherapists, Occupational Therapists. The Registered Health Professional is responsible for reviewing a client's service/care plan (for homecare clients) and for ensuring that the client is being safely supported. They will sometimes make visits to clients in the homecare environment to review care or if there are any health concerns.

Administrators - Your Administrator is your contact for straightforward enquiries.

Payroll - Payroll is your main point of contact for any pay queries you may have.



Home & Complex Care Manager - If you are working in the Homecare or Serious Injury and Complex Care divisions the Home and Complex Care Manager is the Manager responsible for maintaining relationships with clients and the community alongside the Business Development Manager and is responsible for service delivery across these divisions.

Temp & Perm Recruitment Manager - If you are working in the Temporary Services Division the Temp & Perm Recruitment Manager is the Manager responsible for maintaining relationships with clients and the community alongside the Business Development Manager and is responsible for service delivery across these divisions.

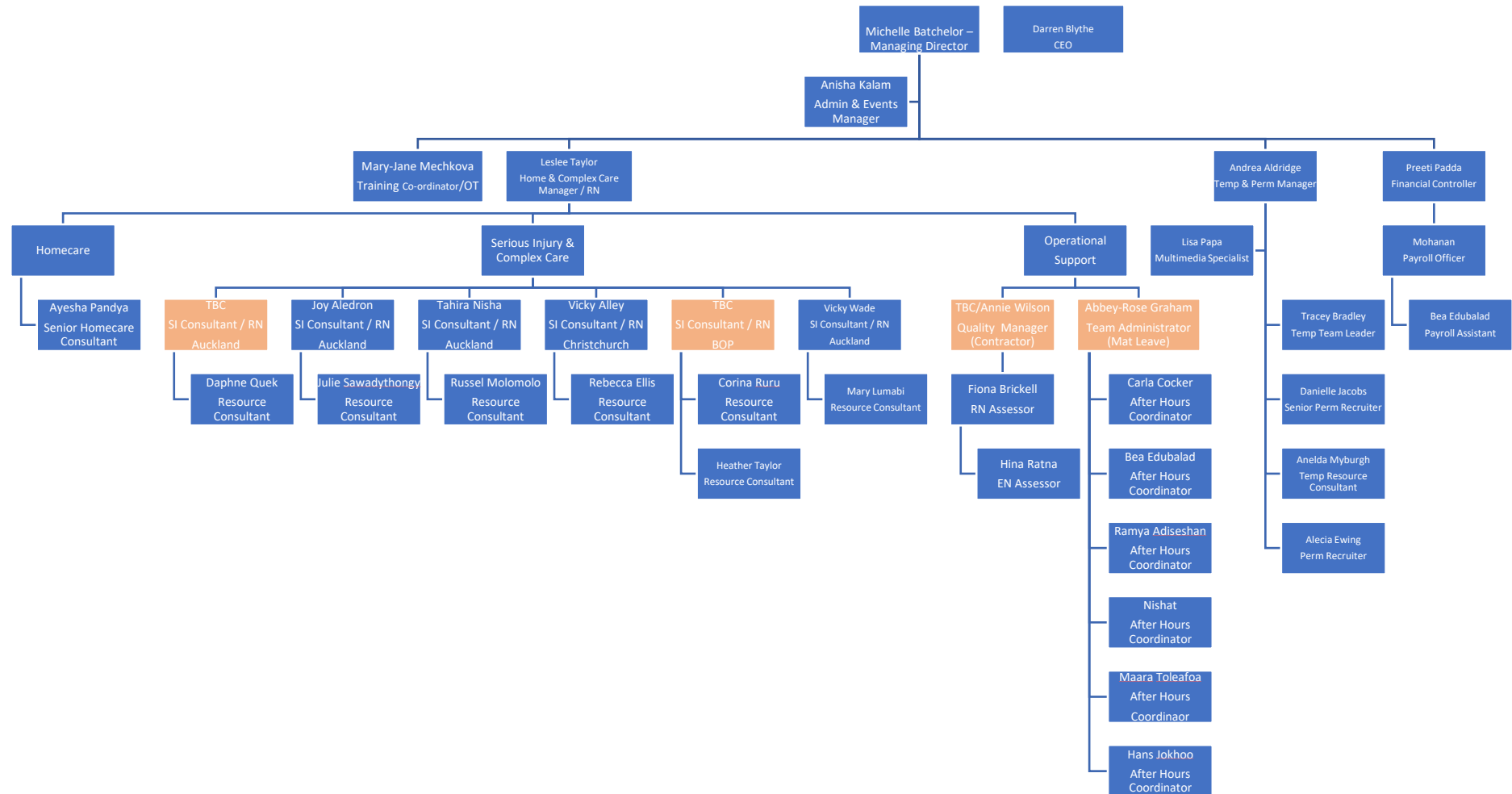
Training Coordinator - The Training Co-ordinator is responsible (together with the Senior Management team) for the overall delivery of training for the organisation.



Managing Director

For further information on the Life Plus team <https://lifeplus.co.nz/about/>

Life Plus – Organisational Structure



SECTION 2 – Understanding the Homecare Process

OUR MODEL OF SUPPORT / PERSON-CENTRED CARE

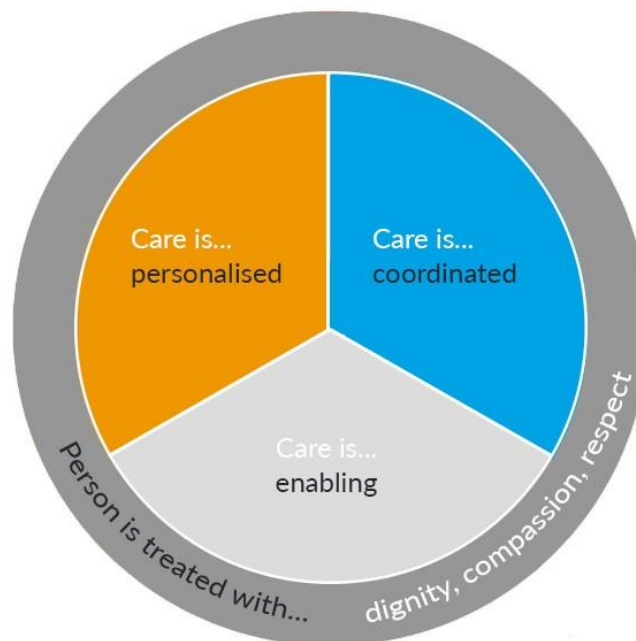
Person centred care is a concept that affects the thought process and the way everyday responsibilities are performed by medical staff and carers.

It is completely centred around the person who is receiving care. The term is constantly changing and developing as the needs of patients continue to evolve.

The UK Health Foundation defines the term with these four principles:

- It is personalised
- It is coordinated
- It is enabling
- The person is treated with dignity, compassion and respect

The four principles of person centred care



This concept works by combining the professional knowledge of carers/medical staff with the personal knowledge of the patients own body, values, feelings and capabilities.

This is designed to create a care plan that is tailored to each individual and is delivered in a way that they feel completely comfortable with, as this can often be a big issue when delivering treatment. If you aren't familiar with this term, you may have heard of patient-centred, family-centred, relationship-centred or client-centred care. They all follow the same pattern of focusing on the needs of the person/people receiving aid.

Principles of Person-Centred Care

Although different organisations may write their principles in slightly different ways, they all share the same values.

Here is a breakdown of these valuable principles:

Respecting the individual

It is important to get to know the patient as a person and recognise their unique qualities. They have their own personal values, beliefs, boundaries and perspectives. It is vital to not only understand these aspects of the person but to also respect them and incorporate them into the care plan.

Treating people with dignity

This involves communicating with the patient in a respectful way, listening to what they have to say and taking on board their input. It also means maintaining their dignity and avoiding embarrassment or shaming.

Understanding their experiences and goals

To create a successful long-term care plan, it is important to know the patient's life experience, their present state and their goals for the future. This will help you gain a deeper understanding of the individual and allow you to further tailor the care.

Maintaining confidentiality

As with any other method of care, confidentiality must be maintained where appropriate. Not only for the patient's well-being, but to also build trust and create a productive relationship. This principle may be approached by establishing with the individual what information they want to be shared with the friends, family or other professionals.

Giving responsibility

A person-centred care approach helps the patient to perform as many everyday activities by themselves as they can. This is important for encouraging the development of the patient's skills and creating more confidence in the journey to recovery. Although in this approach the persons boundaries must be recognised and not pushed too far.

Coordinating care

To make recovery as smooth and productive as possible all medical staff should be coordinating the treatment being given to the individual. This is especially relevant for those receiving many different types of care, as an unorganised plan can cause confusion, stress, anxiety or a setback in recovery.

OUR CLIENTS

Life Plus holds contracts with a number of clients, as such a Life Plus Homecare staff member you may support many different clients who may be referred from:

- ACC
- MOH
- Private
- Hospice

As a Life Plus Temp staff member you may support many different clients who may be referred from:

- DHB's
- Public Hospitals
- Oranga Tamariki
- Mental Health & Addition NGO's
- Community Mental Health
- Hospice
- Residential Mental Health
- Residential Aged Care Facilities (Rest Home & Hospital)
- Private Hospitals
- PHO's

Just to name a few....

No matter where the request comes from, clients and staff are matched according to skills, experience, qualifications and competency level and/or other requests from the clients.

The level of support required will be outlined in a Care/Service Plan or advised to you at handover when you are commencing a shift within a facility.

OUR SYSTEMS

Alayacare

Life Plus uses Alayacare software a leading global provider of health and disability care software and solutions. With an end-to-end solution spanning clinical documentation, back office functionality, client and family portals, remote patient monitoring, and a mobile app.

As a Life Plus staff member you will use the Alayacare app to do the following:

- Clock in/out of shifts or visits (which creates your electronic timesheet)
- Claim expenses or mileage (via "Premiums")
- To reference a service/care plan
- To reference activities or tasks to be completed whilst on shift or during your visit
- To submit progress notes/information or observations about your client or occurrence's whilst on shift
- To complete and submit any of the following forms:
 - Incidents/accidents
 - Complaints
 - Annual Leave / Sickness / Bereavement /Other Leave
 - Shopping

Crystal Payroll

Life Plus Payroll is completed via Crystal payroll uploads as such payslips are generated through Crystal Payroll and emailed to you after each pay cycle. As a Life Plus staff member this will be the only interaction with the Crystal Payroll system you will have.

Life Learning Hub

The Life Learning Hub is the company's Learning Management system, where you can access ongoing professional development and training. The Life Learn Hub can be accessed via the Life Plus website <https://lifeplus.co.nz/life-hub/lifeplus-learning-hub/>

THE SERVICE/CARE PLAN

What is a service/care plan?

A service/care plan provides you with the context about the clients you are supporting, as well as the specific duties, you need to carry out.

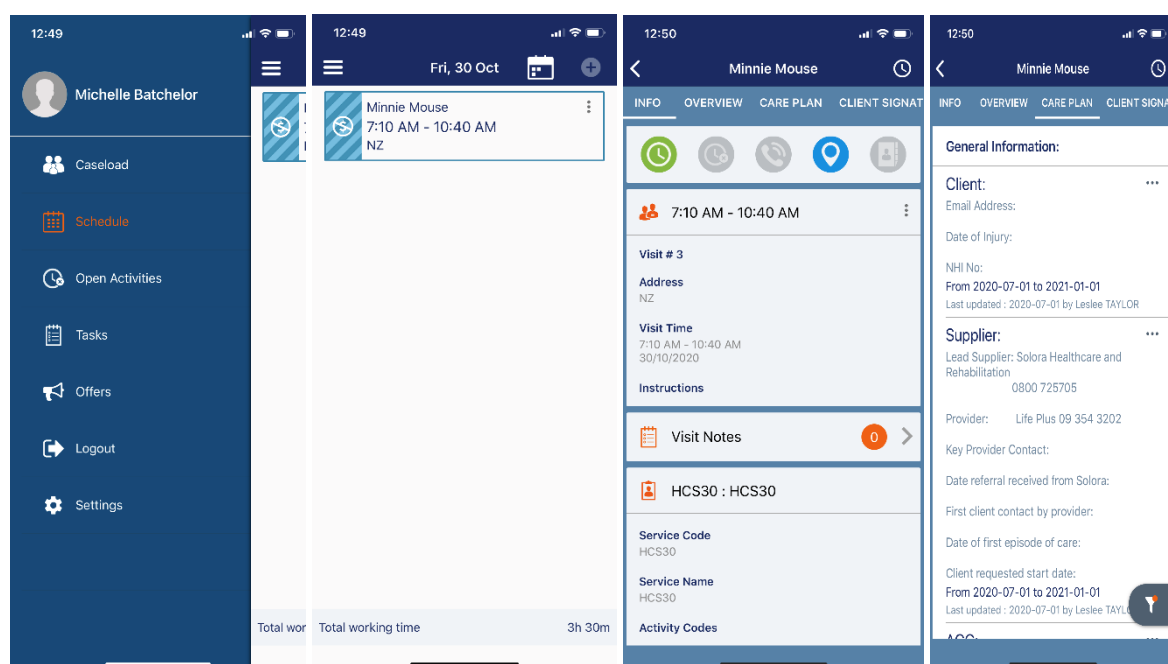
A service /care plan is an agreement between the client and Life Plus. It is a guiding document that sets out what you need to do on a daily basis. The plan is developed by a coordinator and/or a registered health professional with the involvement of the client, and if they wish, their family/whanau and/or others. It is our responsibility to provide the support agreed to on the service/care plan.

Location of the service/care plan?

A service/care plan and a hazard identification checklist are kept in the client's home, and only if the client has agreed, it will be made available to you.

A copy of the service/care plan is also available on your Alayacare APP:

Log into your assigned client and you will see a “Care Plan” tab which will show you the service/care plan details.



Copies are kept at the office or branch. If you cannot find the service plan. Ask your coordinator to guide you through the care plan over the telephone for that visit, and also ask the coordinators to have a replacement issued to the client.

Clients are encouraged to keep their service plan in a safe and secure place so that it can be found easily.

What is in the service/care plan?

Every service plan is unique to the client and should not be changed without clients and coordinator or registered health professional approval. The service/care plan records the goals of the client, and how you can support them to achieve their goals. Your coordinator will review your client service/care plan on a regular basis.

Following the service/care plan

The service plan describes what you are going to do with each client. Following the service plan will keep you and your clients safe by setting the boundaries of work. It also means you cannot be asked to do extra jobs and do things you are not trained to do.

Remember to work in a safe manner so that both you and the client, are not placed at any risk.

Client goals

A coordinator or registered health professional works with the client to discuss goals they wish to achieve. The goals can be found in the service/care plan and are reviewed regularly. You will be trained to support clients to meet their goals.

Reporting

As someone who has regular contact with clients, it is really important that you know what to report, and when. There is more detailed information provided about this in the supporting your client section of this guide. If you become aware of any changes in the client situation, behaviour, or circumstances, it is important that you let your coordinator know straight away.

SCOPE OF PRACTICE

Caregivers/Support workers have a special role to support clients to achieve their goals and remain living safely within their own home and community.

The assistance you provide will be noted in the service plan or may take the form of:

- Helping with household work, or meal preparation,
- Helping a client to shower and dress safely
- Complex personal support such as with bladder or bowel care, caring for their children.
- Advanced personal care, including medication or mobility support
- Supported activities, including community visits and grocery shopping.

In addition, we may offer overnight support services if required.

Whatever your duties are, it is important that you work with your clients to assist them to participate in activities to the level they are able.

There are also some things that as a general rule, we do not assist with unless prior approval has been given.

For example:

- Giving medications - you will require specific training to support clients with medication

- Transporting clients to medical or social appointments - If it is not identified in the client service/care plan
- Complex personal supports - bladder and bowel care - you will require specific training.

We do not assist clients with their financial situation or get involved in personal aspects of their family life.

If the client asks you to complete a task that you are uncertain of, please call your coordinator or manager for further advice, calling from the client's home allows the coordinator to talk to both you and the client.

SECTION 3 – Understanding your role

PERSON CENTRED CARE APPROACH

What is a person-centred approach?

A person-centred approach is more of a vague term that isn't exclusive to care. It is an approach that can be used for many different sectors such as education, law, schools, universities, mental health facilities, care homes and many more establishments.

It follows the same values and principles as person-centred care, but simply follows different paths depending on the context it is in.

To get a better understanding, here are the outlines of this approach compared to a service/ system centred approach:

- Talking with the individual rather than about them
- Planning and brainstorming with the individual rather than doing it for them
- Procedures are put in place to support the individual rather than for the benefit of the service
- Focus is put on the abilities and skills of the individual rather than the labels, statistics and diagnosis.

Client Rights

All clients have the right to information and services in a manner appropriate to their ability and culture to help them make decisions about their support. We call this informed Consent.

At all times, make sure that client has the opportunity to make a choice, for example, choosing which clothes to wear. It is good practice to ask them to consent to the support they are receiving.

Request Consent

In supporting clients, please ask them for their consent for the delivery of routine support such as entering their home and the order of work to be done.

If the client's choice creates a health and safety issue discuss this with your consultant/coordinator, they will advise you on what controls are to be put in place to ensure you are safe.

CODE OF RIGHTS

The Code of Health and Disability Services Consumers' Rights applies to the health and disability support services in New Zealand. The code places a legal obligation on you as the caregiver to provide cares which fulfil the following ensuring that Open Disclosure is practised:

The Code is made up of 10 basic rights:

1. **Treat with respect:** clients' culture, privacy, values and beliefs
2. **Treat your client fairly:** care is non-discriminatory and does not pressure the client in any way

3. **Deliver care to a proper standard:** provide care with skill and diligence to suit the client's needs, while working as a team with other healthcare providers
4. **Inform clients:** explain to clients **Why, When, How and What** choices they have and allow them to ask questions before providing care, with the right to honest and accurate answers to questions relating to services, including information about identity and qualifications of staff and how to obtain an opinion from another provider
5. **Information:** is in a form, language and manner that enables them to understand the information provided, including a written summary of information provided
6. **Communication:** the environment supports open, honest and effective communication
7. **Respect the client's decision:** it is the client's right and they may change their mind anytime
8. **Support the client:** the client has the right to have someone to support them in most circumstances
9. **Teaching and research:** the right to decide if they want to be part of training, teaching or research
10. **Complaints:** the client has the right to complain about care or services provided by anyone. You as the caregiver need to assist the client if they wish to make a complaint. You must also ensure that if a client complains, their care is not compromised in any way

If a person's rights have been breached

If you feel a person has had their rights breached. Encourage them to call the coordinator or manager to discuss their concerns further, or you could call the coordinator or manager on the person's behalf, talk to Life Plus if you think a person you support may require this information in a language other than English. Please note, it is not appropriate for a caregiver or support worker to take the role of a person's advocate. However, you can refer them to advocacy services. This is an arm of the health and disability commission that will assist the person in if they have concerns regarding their rights, and the service provided.

Health and Disability Advocacy

Phone: 0800 555050

Email: advocacy@hdc.org.nz

Website: <http://advocacy.hdc.org.nz>

PROFESSIONAL RELATIONSHIPS / PROFESSIONAL BOUNDARIES

In the workplace, it's important to keep a professional relationship between you and the people you support - remember that while this is home for them, it is your workplace.

Trust, respect, and open communication are key parts of having a professional relationship at work.

It is important to understand the boundaries of your role by knowing what you should and should not do. This will protect you and the people you support. Boundaries help keep a workplace relationship professional. Below are some situations you might find yourself in at work and some tips to manage these

10 top tips for having a professional relationship with the person you support.

1. **Stick to the service/ care plan**

- Do the tasks that have been set out in the service plan. Do not do extras, even if someone you support asks you to.
- Let your manager know if a person asks, or needs extra help. That's not talked about in their plan. It may need to be reviewed and your feedback is very helpful.
- Remember - you might not always be there. So, if you do extras that no one knows about, you could put the person at risk, and make it difficult for your workmates.
- Always let your manager know if there are extra things a person is requesting. Even though we may not be able to do the task, we could help them towards a solution.

2. Follow your job description

- Do not put a person at risk by doing something you have not been trained to do.
- Remember, your job is to protect those you support from harm (physical, psychological, or financial) - sometimes they cannot think or speak for themselves. Make sure you get help from a manager if you think something is happening to them, that is not in their best interests.
- Stick to the plan. Understand your job description. Ask if you're unsure, report to your manager or if you see things that worry you.

3. Do not do everything for them

- Help a person achieve their goals by being positive and encouraging. - Do not do all the work for them. Keep a close eye on the service/care plan. Focus on the goals the person has set for themselves.
- If you do too much you may be stopping them from learning or experiencing the joy of finishing something themselves.
- Your way may not be the way they would like to do it. That's okay.

4. There is a line between work and home life for staff

- Being a support worker can be tiring especially if you think about work when you're at home, or think about home worries at work.
- You could get so worn out so you Do not want to do your job anymore.
- Keep to the hours you've been rostered - take care of yourself it helps you to be fresh and effective when you're at work.
- The person needs support and their families will need to understand that you cannot do jobs for them outside of your rostered hours, or to try and contact you when you're not at work.
- Make sure that they have the office contact number, so they feel safe, and there's someone to ring when you're not there.

5. Service time is not "me" time for support workers

- Focus your attention on the person when you're at work.
- Do not share personal information unless it could possibly help the person you support.
- Do not share your worries with them, they should be focusing on their own wellness and not worrying about you.
- Do listen closely to what they're saying.
- Keep texting and talking on the phone to times when you are taking a tea break, not during your working time.

6. Keep things private

- Do not be nosy, people Do not have to tell you things about their private life if they Do not want to.
- Do not let someone you support be nosy about your life - You also Do not have to tell them about what's private for you.
- Keep good boundaries.

7. Keep it confidential

- Confidentiality means you cannot share information with others about people you support, unless they said you can.
- You need permission to share information. Ask your manager for help if you're not sure if you can tell someone something.
- If you need to discuss a person with one of your co-workers, make sure you stick to the facts and not gossip.
- Never talk about someone you support with another person you support.

8. Do not open that wallet!

- Do not lend money to people you support, or their families.
- Do not ask people to lend you money, even if they offer it as a gift.
- Make sure you understand the company policy on handling a person's money if they cannot do it for themselves.
- If in doubt, ask for advice from your manager.

9. Keep an eye on “friendships”

- It's good to build support and make stronger links with the person you support has with their family and community.
- The role of a friend is different from the role of a support worker, help those who you support to make friends.
- Getting close to a person's family may not be okay, and turns a professional relationship into a personal one. Do not include people you support in your social or family life and activities.

10. Maintain your ethical standards at all times

- Ethics, are the beliefs that we hold about what is the right thing to do in a given situation
- Having strong ethics helps us provide good help to those we support, especially if they cannot speak for themselves.
- Some people won't have the ability to know if they are not getting a good deal, or have the confidence to make a complaint or say how they feel. Having good ethics means you can act to make sure the person you support is treated well.
- Some people may not be aware of their own behaviour, and the pressure they put on their support workers to do things that are not part of their job. Stand firm on what you know to be right for your role.
- Simply, ethics, tell everyone what is expected of them in their job. They ensure that whoever is doing the job has the right training to do what they do.

Everyone working in health should aim to work in their zone of helpfulness. The majority of our interactions with those we support should occur here to ensure we're effective, safe, and working professionally, keep it professional.

GENERAL GUIDELINES/INFORMATION:

ID Badge

You must always wear your Identity Card. The ID card should be visible to the client (unless otherwise instructed). If your ID card is lost or stolen you must report this to Life Plus immediately to ensure it cannot be used fraudulently. Misuse of an ID card will result in disciplinary action

Texting/Emails/Social Media

While on duty, do not make or accept cell phone calls or texts that are non-work related, other than emergencies.

Do not give out your phone number or contact details including email details to clients or client's family members.

Do not post comments or pictures about work or talk about clients or work-related issues on social media platforms.

Do not talk to journalists.

Dress Code / Personal Appearance

A professionally presented person instils confidence.

- Whilst undertaking assignments in facilities staff members are expected to wear a Life Plus uniform, unless working with Mental Health/Intellectual Disability/Addictions clients.
- A Life Plus ID badge is required unless otherwise requested by the client.
- Hair must be tidy & long hair must always be pinned back.
- Closed toe shoes with soft sole, a plain top & trousers.
- Keep jewellery to a minimum and nails clean & short
- Please ensure that your dress is appropriate for the environment you are working.
- Staff are reminded that personal body and oral hygiene must be maintained to a good standard.

Expected hours of work

- Notify our office regularly of the days and times you are available to work.
- If you are out during the days when we may be trying to contact you, either ring into the office during this time, or let us know where you can be contacted, or when you will be back.

Flexibility

We expect that all staff are as flexible as possible with location and duties of work. The more flexibility you have, the more work you are likely to get. If you restrict yourself in terms or locations, times, or duties, this in turn will restrict the work we are able to offer to you.

On certain occasions it is necessary we call upon our staff at short notice for emergency shifts or duties, we appreciate it very much if staff can on these occasions help us out – ensuring a very good service to our clients.

Flexibility also applies when assisting Client's. The service/care plans in place are individual and Client's have a right to determine how their services will be delivered.

Reporting for duty/Punctuality

Life Plus prides itself on the fact that our staff maintain a high professional standard in all their assignments. We expect reliability, respect and high standards of care from all of our staff. Should a client receive poor service and make comments on poor work or make a complaint, Life Plus will follow the disciplinary procedure outlined in Policy 4.8 Performance Management. A copy is available on request or in our Resource Library in the Life Learning Hub. To ensure good punctuality:

- Check directions to the client
- Check bus/train timetables, if you are taking public transport
- We expect that you arrive for your assigned shift/duty 10 minutes early so that you can be ready to start work on time.

Timesheets / Time Records

- You will maintain your electronic time record via the electronic application portal provided by us (Alayacare Application) so as to accurately record your hours of work.
- At the beginning and end of each period of work/shift/visit you will log into the application and info screen and click the green button at the commencement of the shift/visit and the red button at the end of the shift/visit.
- You will notify us immediately of any issues related to clocking into or out of any work shift/visit or the Alayacare Application.
- Failure to promptly utilise the Alayacare Application to record your work visit/shift at the start and end of your shift and/or correctly specifying the hours worked may delay payment for those hours.

Training and development

The role you perform is challenging, varied and rewarding. If you are working in a community or homecare setting it is even more challenging because most of your work is done in isolation from other workmates and without direct supervision.

No matter what environment you are working in, it is important to ensure that your skills and knowledge are up-to-date so you can stay safe and provide the best possible support to our clients.

At Life Plus we provide a comprehensive Annual Training Programme which commences with our **Induction Programme** when start with our organisation. Additionally, we offer

- Client Specific Orientations/Training
- Refresher Trainings throughout the year (First Aid is mandatory with other optional)
- Professional Development Trainings throughout the year (Optional)
- Career-force NZQA Qualifications (Levels 2, 3 and 4) (Optional)

The latest training and qualification information and courses can be found under the “Life Hub” section of our website <https://lifeplus.co.nz/life-hub/> with the latest upcoming courses communicated to you via emails and company newsletters.

If you have any specific training requests or requirements please feel free to contact our training team:

Mary-Jane Mechkova – Training and Education Coordinator

maryjane.mechkova@lifeplus.co.nz

Maria Thorndyke – Training and Business Development Manager

maria.thorndyke@lifeplus.co.nz

Payment for training

All of Life Plus training is free, however you will not be paid for attending the training unless it is a mandatory course (First Aid) i.e., we require you to attend. If you book onto a practical (classroom based) training course and fail to turn up you will be invoiced for the cost of your place on the course, as we will be invoiced by our Training provider and someone else could have taken your place. Appropriate refreshments will be provided.

Teamwork

Remember that most of the time you are alone with your clients, and you are a valued member of our team. You are working as part of a team which involves everyone, and in most cases the whole health care network, you are part of a much wider effort to ensure the well-being of your clients. Your coordinators will help you to identify and access supports for your clients to achieve their goals.

Wherever you feel unsure of your role, or what is expected of you. Do not hesitate to contact your coordinator who will be happy to offer all possible help and direction. Now that you have started with Life Plus, we want you to be mindful that you are the face of the organisation.

We have great faith in you and we are confident that you will represent the company in the best possible way. After all that is why we employed you, remember that everything you do reflects on the company. And the stronger the reputation of Life Plus, the more work we are able to offer to you.

Team Meetings

Team meetings are another form of keeping in touch with your team and are held on a regular basis. They are compulsory to attend in most cases, and are a good way to discuss and learn things with your workmates, your coordinators will tell you when they are on.

Leave provisions

All leave can be claimed via the Leave form. The Leave form can be found on the Alayacare App under forms or you can request a leave form from your coordinator.

If you are planning a holiday please put your leave form in as early as possible, so your clients can be supported by another support worker, your shifts covered or your unavailability entered into our system. At times we may request that you take some time off if your leave balance gets very high.

Public Holidays – Depending on your Employment Agreement, you will be expected to work on Public Holidays unless you have applied for leave.

Schedule Changes

Please ensure that you talk to your coordinator about any changes to your roster so that your roster can be updated. Timesheets and Alayacare time logs are checked against your schedule, so they must not differ from each other, otherwise you may not get paid correctly.

Pay and benefits

- Rates of pay will be stipulated in your Employment Agreement.
- If Rates of pay and entitlements are different for an assignment for any reason your coordinator will inform you of any changes as a matter of process.
- The pay week starts on Monday and finishes on Sunday.
- You will be paid weekly, by direct credit into your bank account.
- Pay Day is Friday – this means that your pay can go into your account at any time before midnight on Friday, so please do not count on your pay being in your account first thing on Friday morning, as this may not be the case.
- A payslip will be sent to you each week via email from Crystal Payroll.
- Keep all pay statements in a safe place; you may require them in the future.
- Please ensure we have the correct email address on our system

Mileage

Check with your Consultant to find out if mileage is payable for each assignment. For Homecare and Serious Injury & Complex Care clients, Mileage is paid in line with Home and Community Support (Payment for Travel Between Clients) Settlement Act 2016.

Expenses

All expenses must be pre-approved and can be claimed for via premiums in your Alayacare App and receipts posted or emailed into payroll@lifeplus.co.nz or written on to your Timesheet with receipts attached.

Employment Agreement

All Life Plus staff members will have a signed Employment Agreement, please ensure you have read this thoroughly together with our company Policies and Procedures and this “Staff Handbook”.

If you have any questions please contact your Coordinator/Consultant or Manager.

Equal Opportunities

It is our objective to ensure that everyone that works for and with Life Plus should be treated fairly and valued equally. As such we operate an Equal Opportunities Policy. Any staff member who feels unfairly discriminated against or experiences harassment and/or abuse is encouraged to address the issue with Life. For the purpose of statistical monitoring only, all those using the service will be

asked to provide information at their own free will. Such information will help us monitor the effectiveness of the policy and make changes where necessary.

Medical Fitness

New staff are appointed subject to satisfactory completed 'Declaration of Health'. As you may work nights, either regularly or occasionally we must make sure that you do not suffer from any health conditions, which are caused or made worse by night work. If there are any concerns about your fitness to work, we may ask you to see a Doctor, or make arrangements to try and find you alternative suitable day work if applicable. The information provided in the health declaration is confidential.

Termination of employment

Please refer to your Individual Employment Agreement.

WELLNESS

Keeping fit and healthy and having a positive attitude will help you enjoy your work and meet any challenges that occur.

Please look out for any of the following signs that may mean you are not feeling at your best:

- Tiredness
- Irritability
- Illness
- Loss of sense of humour
- Inability to cope with routine problems
- Generalised anxiety
- Changes in eating, sleeping, drinking, smoking, drugs
- Suppressed anger / Short attention span

Tips to help:

- Talk things through with your coordinator
- Share your feelings with friends and family
- Include relaxation time in your life
- Take regular holidays
- Create a good work/life balance

Staying safe

To stay safe at work you need to be an active participant. Use the following checklist for staying safe:

- Attend any training offered
- Participate in any Health and Safety initiatives and meetings
- Always read hazard checklists
- Report any new hazards
- Report any incident/accidents when they happen
- Be familiar with the emergency action sequence

- Be familiar with the use of equipment and medication assist policies
- Look after yourself, especially your back and your stress levels
- Warm up before starting heavy work
- Wear appropriate shoes
- Ask for help or advice if you need to

EAP

We all experience problems or challenges at some time that effect our health and wellbeing. Juggling the demands of work, family and other duties or responsibilities can be very stressful.

Through our Employee Assistance Programme (EAP), you can access support, advice and practical assistance relating to a wide range of work-related or personal issues. EAP provides external and independent professional trained support and counsel through a wide range of situations. You can access EAP on a completely private and confidential basis. EAP is available to assist with many concerns including:

- Personal relationships
- Children and family
- Addictions
- Anxiety and depression
- Anger and conflict
- Grief and loss
- Stress and pressure
- Workplace issues, change and career planning
- Personal development, coaching and life transitions
- Health and wellbeing

Free EAP Sessions

You may receive up to three EAP sessions free. If your advisor or counsellor recommends further sessions, they will need to seek approval from your Manager without them telling the Manager your name.

To contact EAP

If you would like confidential, independent advice on personal or work-related issues that are impacting on you, contact:

Vitae

Phone: 0508 664981

www.vitae.co.nz

Professional Guidelines

You must not:

- Arrive late for a duty or shift
- Fail to turn up for a duty or shift without notice
- Accept money or gifts from clients

- Do tasks which are not in the Care Plan/Service Plan
- Discuss client care or details with another client
- Discuss other caregivers or support workers with clients
- Give clients your telephone numbers
- Give clients the telephone numbers of other caregivers or support workers
- Discuss clients with family/friends/neighbours
- Come to work under the influence of drugs or alcohol
- Use drugs or alcohol on duty
- Have supplies of drugs or alcohol with you while on duty
- Supply food, drugs or alcohol to clients

Care workers are not allowed to:

- Witness any legal matter such as making or witnessing a will
- Hold Power of Attorney for the client
- Give or receive gifts
- Become involved in offering or receiving loans
- Be involved in any gambling syndicates, including the lottery

CODE OF CONDUCT

Code of Professional Conduct

All staff must abide by the Code of Professional Conduct as laid down by the Te Kaunihera Tapuhi o Aotearoa/The Nursing Council of New Zealand ('the Council') under the Health Practitioners Competence Assurance Act 2003 ('the Act') and the Health and Disability (General) Standards (NZS) 8143.0:2008 and Health and Disability Sector Standard (8158:2012). These state that as a Registered Nurse, Enrolled Nurse, Healthcare Assistant or Mental Health Support Worker you are personally accountable for your practice.

Life Plus takes any allegations of misconduct seriously; it is our duty to ensure that the Nursing Council or relevant Professional Association is informed of any such allegations. Should any complaint come to light deemed serious and proven to justify potential removal, the Nursing Council of New Zealand will be informed immediately.

Complaints include:

- Physical / Verbal Abuse
- Theft from patients/clients
- Committing any criminal activities

This is not to punish the practitioner but to protect the public.

Life Plus Staff Code of Conduct

It is important you understand the behaviour and conduct expected of you in your work. This helps to make sure that quality care is provided to the people we support, and that the workplace is a safe and respectful environment for everyone.

The Code of Conduct clearly sets out what is expected of all employees in carrying out their job responsibilities.

There are many parts to the Code of Conduct, read the following summary of expected behaviours and why they are important. For more information about each one, and what can happen if you fail to meet the standards expected, see the full company code of conduct (set out in Policy 4.9 Staff Code of Conduct), that you read and sign as part of your employment documents. If you have lost your copy please contact your manager

Behaving ethically professionally and legally

The way you behave impacts on the people you support, and the reputation of the company behaving ethically means always treating people with respect, dignity, honesty and fairness, no matter who they are, where they come from, or the nature of their past experiences, their gender personality, economic status, health, sexuality, beliefs, values, or customs etc. Discrimination sexual harassment or bullying is never okay. You must always consider the safety and security of other people.

Following instructions

It's important to carry out any instructions you've been given by those authorised to do so in a correct and timely way. This helps to ensure the safety and comfort of the people we support. You are never required to do anything that could endanger yourself or others.

Working scheduled hours

The people we support are dependent on the support we provide, so it's important you always start on time, take breaks as scheduled and work through until your correct finish time, extra time will not be paid unless pre-approved. You will need to give plenty of notice if you cannot attend work for any reason.

Alcohol, drugs and smoking

Using alcohol or drugs can affect your ability to do your work safely and professionally. Alcohol, prohibited drugs and smoking are not permitted on company premises, in the homes of those you support, or in client or company vehicles. You must never whilst under the influence of alcohol or prohibited drugs.

Respecting the property of others

Employees are not to take or have items of property that belong to the company, a facility, a person you support or any other person without permission. Items are not to be misused damaged or abused in any way,

Keeping yourself, and everybody safe

It's very important that you work safely and follow the company's policies and procedures at all times.

Speaking with the media

You must not communicate, or make statements to any media representative about the company without approval from the Managing Director.

Respecting privacy and confidentiality

As you work you may have access to confidential information about the company, facilities or persons you are supporting. Be careful to never provide this information to an unauthorised person, either while employed by the company, or afterwards.

Using company vehicles

Before driving a company vehicle of any type, make sure you are authorised to do so, and fully understand your responsibilities in relation to vehicles and fuel cards.

Remember

As a member of our team, you have a responsibility to take an active part in completing tasks and goals.

- Look for ways to improve situations or how things can be done.
- Have high levels of energy for your work.
- Work to a high standard.
- Effectively meet the needs of the people you support and build relationships with them.

Breaches of the Staff Code of Conduct

Breaches of the Staff Code of Conduct are considered misconduct and will be dealt with under Policy 4.8 Performance Management. Please be aware that such breaches may result in disciplinary action and may lead to the termination of employment. A full copy of the policy is available on request.

DEFINITIONS:

Conduct is about the behaviours and actions displayed:

- in the course of completing the various tasks which are associated with a job
- when interacting with colleagues, clients, or any other persons in the workplace.

Misconduct means some form of wrongdoing. Usually it will involve deliberate wrongdoing, but there may be circumstances where an employee acts so carelessly that it amounts to misconduct (i.e. gross negligence or recklessness). Examples include but are not limited to:

- poor timekeeping
- absenteeism
- misuse of workplace facilities or materials, including inappropriate use of email, telephones or the internet
- poor personal appearance and hygiene
- negligence
- sub-standard work
- failure to carry out duties specified
- failure to carry out duties to the specified standard
- failure to fill out forms in a timely manner to the required standard (e.g. timesheets, accident or incident reports, client notes)

Serious Misconduct involves serious wrongdoing. Serious misconduct includes but is not limited to the following:

- wilful or deliberate behaviour by an employee that is inconsistent with the continuation of the contract of employment;
- conduct that causes serious and imminent risk to:
 - the health or safety of a person, including the employee concerned
 - the reputation, viability or profitability of the employer's business.
 - the employee, in the course of the employee's employment, engaging in:
 - theft
- dishonesty, including supplying false timesheets
- assault
- harassment
- fighting or other physical abuse
- indecent behaviour
- sabotage or malicious damage
- serious breaches of health and safety rules
- offensive behaviour (such as discrimination, harassment, bullying, abuse and violence)
- gross insubordination
- accepting or offering bribes
- downloading pornography
- downloading software from the Internet or using personal software (to protect the business against legal risks, and the risk of importing viruses)
- falsification or unauthorised removal of company records or property
- misusing confidential information
- setting up a competing business
- intoxication at work through alcohol or illegal drugs
- supplying alcohol or drugs of any kind to clients. Medicinal drugs must always be supplied and approved by medical professionals
- any drink driving offence
- the employee refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment.

Negligence

- The deliberate failure to satisfactorily complete job requirements despite having the necessary skills and knowledge and the opportunity to do so.
- Negligence, particularly if the intention is to cause harm or economic loss to the organisation or its customers, is misconduct.

FEEDBACK AND REVIEW

Feedback from you on how our service is working is very important. We value suggestions and ideas from you as part of our quality improvement process.

You can communicate your suggestions, ideas and feedback to us in a number of ways:

- **Phone / Email** – please feel free to contact us at any time with your valued feedback, ideas and suggestions.
- **Staff Surveys** – an Annual Staff Survey is sent out which we appreciate your participation in.
- **Quarterly Feedback Forum** – a Feedback Forum is held quarterly for those that would like to attend and share.
- **Innovation Hub** – The Innovation Hub is an opportunity to share your great ideas no matter how big or small. That's why the Innovation Hub exists. If you have a great idea, a better way of doing things, ways we can improve? Perhaps a Health & Safety initiative, a way to deliver better service or improve the quality of our service – we cannot wait to hear! Complete the form at our Innovation Hub on our website <https://lifeplus.co.nz/life-hub/innovation-hub/>

We regularly have reviews with our clients to see if they are satisfied with the service they are receiving as well as surveying them on a regular basis. This is ongoing and is important to maintaining quality support. We cannot put things right if we are not told of any problems. You are our eyes and ears, so we need and value your continued feedback about any client changes or concerns.

Any feedback from our clients will be shared with you as they arise and later discussed at your Annual Performance Appraisal.

SECTION 4 – Supporting your client

MEETING THE CLIENT FOR THE FIRST TIME

Introducing yourself

When you arrive take a moment to talk with the person, they may be feeling nervous about having a stranger in their home. This is important that they feel they can speak to you about how they would like you to support them in their home.

Once the client invites you in, pay attention to whether or not there are shoes at the door and if the client is not wearing theirs.

Be guided by what you see and if it is appropriate remove your shoes. You will need to carry a pair of inside shoes that you put on once inside the clients home advise the clients of this so they understand that they are inside shoes.

We advise you to leave your phone and keys on the bench, all in one place so you do not forget anything.

We also recommend that you do not take handbags wallets and other personal items into the home, but leave them locked in your car.

Have a good look around the environment.

- Are there any hazards to be aware of i.e., steep steps or barking dogs.
- Do you feel safe in the client's home?
- Does the client seem happy to have you there?
- Does the client indicate any cultural or religious needs that you need to follow?

If you feel unsafe, please telephone your coordinator who will provide you with guidance. Ask to take a look at the service plan to familiarise yourself with what is required during your visit. You can read it with the client to make sure you both agree on the assigned duties, ask the client what their preferences are when you are carrying out your duties.

Remember to work in a respectful manner and keep the health and safety of you and the client, at the forefront of your mind at all times.

When you leave let the client know when you will be back or when another support worker will be coming.

Entering and leaving the clients' home

- Ensure that you are familiar with any specific instructions on the Care Plan/Service Plan
- Knock/ring the bell
- Call out to identify yourself
- When you are ready to leave, get your timesheet signed (if applicable) and make sure the client knows you are going so they can secure their home

The Care Plan/Service Plan will have instructions about what to do if the client does not answer or if you suspect they have had an accident. If you are unsure what to do, phone your coordinator.

Clients away or not home

Never complete your assignment if the client is away or out for the day. The client must be home when you complete your hours of work.

If you arrive at a client's home and they are not there, please contact your coordinator by telephone immediately, so we can check the client is safe.

Client in hospital

If your client has been admitted to hospital. Please let the office know straight away. This is important as we are not always told by the clients or the hospital.

CLIENT RESPECT AND PRIVACY

Your clients may tell you information about themselves and their situation. It is important that you keep this information confidential.

Please only ever discuss a client with another colleague if they are involved with their support. A good rule of thumb is the need to know rule - does your colleague "need to know" the information about the client to do their job.

- Never discuss in public, or with your friends or family, any incident that may have occurred in the client's home
- Never give out any information about your clients, including medical details
- Do not discuss your personal life problems or your religious views with your clients
- Do not discuss one client with another

Avoid gossip

All communication with your clients should be based on fact, and of a positive nature.

It is not appropriate to speak negatively of your client, ACC, the District Health Board, your coordinator/manager or Life Plus.

If a client begins to complain to you about another support worker or Life Plus. Encourage them to call the office, you can discuss this with your manager.

Clients need for privacy

Respect the clients need for privacy at all times. Knock before entering the client's room or home. If your client lives with other family members respect their privacy by covering them with towels or clothes during support.

Avoid discrimination

Discrimination because of race, religion, sex or any other factor is totally unacceptable, treat each person with equal consideration and respect, give your best to all clients. If you feel you have been unfairly discriminated against. Please discuss this with your coordinator who will take your claim seriously.

Loud and noisy behaviour

Please avoid loud and noisy behaviour as this is inappropriate and disrespectful.

Care properly for clients and valuables

Properly caring for the client's valuables will prevent the possibility of difficulties later. Treat the client's belongings as you would your own. If your client leaves valuables or money around the house you might like to suggest that they put them away when you are in their home to avoid any misunderstandings.

If you do accidentally break or damage client property. Please call your coordinator immediately for advice on what to do.

Manners

Good manners are important. Remember you are a guest in the client's home. Treating the client with courtesy, and respect will increase their confidence in you and enhance their recovery.

Eating

Please avoid eating in the client's home. If you are working a full day with a client it may be appropriate to eat in their home, but ensure you bring your own food and do not consume their's.

Some clients may request you to stay and have a cup of tea with them after you finish your duties. This is acceptable provided it does not make you late for your next client. Please do be wary of becoming too informal or friendly with your client during this time.

You are not able to include the time you spend chatting with the clients on your time sheets, you do not get paid for this social period.

Social media

It is not appropriate to connect with your clients on social media. Decline Facebook friend requests from clients or Instagram requests and do not seek them out, even if they have expressed the wish to join your online network.

If you are unsure or something goes wrong

If you feel out of your depth, or you make an error or mistake, please contact your coordinator as soon as possible, who will support you.

PRIVACY AND CONFIDENTIALITY (The Privacy Act 1993)

Privacy and confidentiality regulations are governed by the Privacy Act of 1993. This is referenced in your employment agreements, anyone working with Life Plus are bound by these regulations. The only client information that you should have when working is the information provided to you via the Alayacare App or in the Service/Care Plan in the clients home, or given to you at handover if you are working in a facility.

All personal information about the people we support must be kept secure at all times.

The Privacy Act Principles:

The Privacy Act has twelve information privacy principles. As a brief guide, though:

Principle 1, Principle 2, Principle 3 and Principle 4 govern the collection of personal information. This includes the reasons why personal information may be collected, where it may be collected from, and how it is collected.

Principle 5 governs the way personal information is stored. It is designed to protect personal information from unauthorised use or disclosure.

Principle 6 gives individuals the right to access information about themselves.

Principle 7 gives individuals the right to correct information about themselves.

Principle 8 and Principle 9, Principle 10 and Principle 11 place restrictions on how people and organisations can use or disclose personal information. These include ensuring information is accurate and up-to-date, and that it isn't improperly disclosed.

Principle 12 governs how "unique identifiers" – such as IRD numbers, bank client numbers, driver's licence and passport numbers – can be used.

Breaching the act

Life Plus is committed to ensuring that our client's privacy and dignity is maintained at all times whilst receiving care. Breaches of a client's right to privacy and confidentiality are considered by Life Plus as serious misconduct and could result in disciplinary action. The client may lay a complaint with the Health and Disability Commissioner and the Privacy Commissioner.

Examples of breach in the Privacy Act can include, but is not limited to:

- Sharing client's medical information with a person who is not authorized to have the information i.e. a friend or family member of the client.
- Leaving timesheets or client information around your home, where guests to your home could read them,
- Commenting about clients on social media or taking pictures of clients and posting them on social media.

Breaching this Act is against the law, and can have serious consequences.

Who to contact?

If you have any concerns about a breach, or potential breach of privacy, please contact your coordinator who will inform the Life Plus Privacy Officer.

COMMUNICATION

Communication as a caregiver or support worker, you spend more time with the person you support than any other group of staff does, a large part of this time is spent in conversation and communication. It is so important that you recognise the essential role you have and communicate in the most effective and supportive way possible.

The code of rights states that each person has the right to effective communication. When communication fails between healthcare professionals and the people they support, things can go badly wrong.

What is communication?

Ways of communicating can be both verbal and non-verbal, no matter what method is used communicating is a way of being understood by another person and of course, understanding others.

Communication is not just the spoken word. There are many different ways people communicate to one another.

Non-verbal communication takes place without the use of words but is displayed through:

- mannerisms
- eye contact
- facial expressions
- posture
- movements of the body

Non-verbal communication often happens without you realizing it, without consciously meaning to. We can be communicating our innermost feelings and emotions. It is therefore very important to be aware of what our body language is saying to the person you support.

Always acting in a friendly, open and professional manner, will encourage and support a person to communicate their wishes,, feelings worries and needs. It's worth remembering that even with the best will in the world and feeling like we're respectful and empathetic on the inside, if we Do not show this on the outside through our actions, all of our good work will lose its impact.

There is no simple rule book about how to communicate effectively with the people you support. Each person is an individual. Think about their age, learning level, culture, and abilities and what would suit them best.

Think about what the person you support is saying.

Think about what you're not saying - what does your body language say?

Think about what the person you support isn't saying - what is their body language telling you?

Think about how you approach people and how you communicate with them. By acting in a friendly, open and professional manner you help people to feel supported and be able to communicate better with you.

Office Communication

- The success of our partnership relies on good communication

- Make sure that you let your coordinator know your availability for assignments
- We ask you have voice mail on your mobile phone so we can leave you messages
- Allocation of work relies on good communication and availability
- Contact us immediately if you are unable to work for any reason e.g. sick, car breakdown etc
- To ensure we are able to contact you about potential assignments, you need to keep us informed of your movements, especially if you are going away or are unavailable for any length of time
- Please contact your co-ordinator if you change your address or telephone numbers
- Only carry out work which your co-ordinator has booked you for – if you do not have authorisation by your co-ordinator to do the work then you may not be paid for the work.

ROUTINE ENQUIRIES - 09 354 3202 - Office hours 9am - 5pm – Mon – Fri

- You want to give your availability for the coming week
- You want to see if we have any work.
- Remember, the co-ordinator and consultants will contact you regularly to seek your availability.
- Payroll queries
- Just for a chat.

URGENT ENQUIRIES - 09 354 3202 / 0212228701 - 5pm – 7am Mon – Fri and All Weekend hours

- Should you need urgent help or assistance after hours please use our normal telephone number and the co-ordinator who is 'on-call' will help you.
- Life Plus operates an emergency after hours services and as such we are able to take urgent calls only

Reporting / Documentation

To ensure continuity of care and effective communication, it is imperative that staff members document the care given. When supporting a person at home or residential and hospital setting, your coordinator/consultants may direct you to write a daily report. It is important that all record keeping and notes of any kind in relation to clients or staff, are kept highly confidential. Keep in mind that this is a legal document and may be read by other people. Your observations must be legible, factual, short, signed and dated and completed prior to leaving your shift.

SKIN INTEGRITY

Having skin integrity means having skin that is whole, undamaged and intact.

A skin integrity issue might mean that the skin is damaged, vulnerable to injury and unable to heal quickly.

A pressure wound (also called a pressure sore, bed sore or pressure ulcer) is an injury to the skin and surrounding tissue.

In your role it is important that you are aware of:

- The likely causes of pressure injuries developing
- What you can do to prevent this

Pressure injuries are caused by pressure on a person's skin and bone against the surface underneath.

How you can help:

Action	Description
Position	Every client's support plan should state how often turning or repositioning should occur. If the client can be positioned with the head of the bed raised, that helps with pressure relief.
Skin Care	Soap dries out skin and damages its protective coating. Water is an effective cleanser. Do not rub hard or use force when washing the skin. Do not cake the skin with talcum powder.
Inspect	Inspect the skin regularly for signs of pressure damage. High risk areas are ears, elbows, heels, ankles, knees, shoulder blades, hips and the spine.
Skin Moisture	Avoid nylon fabrics. Check for rashes in skin folds or tubes/drains pressing the skin. Ensure clients are not left in wet bedding.
Avoid Friction (Rubbing / Dragging)	Ensure you know the correct lifting and handling procedures to avoid client skin damage.

Early warning signs

Look for early warning signs such as redness/inflammation, blanching (a temporary whitening of the skin) or skin breakages. Notify your coordinator immediately if you see any warning signs.

Out of scope

In the role of Caregiver or Support Worker you are not expected to remove or apply any bandages or dressings. If this is required, please report to your coordinator who will arrange a Registered Health Professional.

MEDICATION

Administration of Medication

Homecare Assistants, Caregivers, Healthcare Assistants and Support Workers are not permitted to dispense medication under any circumstances i.e., offer medication or advice to clients about taking over-the-counter (OTC) or prescribed medication. Appropriately trained staff (those who have completed the medication training and Annual Medication Competency or the Pre-Packaged Medications Course) may assist clients to

open blister packs and get their medication out, if this assistance is detailed in the Client Care Plan/Service Plan: this is administration, not dispensing.

Medication Management for staff working in a Residential / Hospital setting

Detail of medications administered must be written on the daily report, noting time and dosage given. If you're not a Registered Nurse then only appropriately trained staff (those who have completed the Pre-Packaged Medications Course) may assist clients to open blister packs and get their medication out, if this assistance is detailed in the Client Care Plan/Service Plan. This is administration, not dispensing.

SAFE FOOD HANDLING

The following guidelines should be used when preparing food for the client:

- Wipe down food preparation surfaces and wash hands before commencing.
- Handle and prepare raw meats separately from other food, and always wash hands on surfaces before handling food.
- Scrub all surfaces where raw meat has been placed with hot water and detergent and dry thoroughly before using for other foods or use separate boards or plates.
- Store raw meats at the bottom of the fridge and avoid blood or other liquids from contaminating other food in the fridge.
- Cook meat thoroughly. Use a meat thermometer if available or ensure juices run clear where meats are prodded with a fork.
- Wash raw fruits and vegetables thoroughly before cooking and serving
- Cover all items before placing in the fridge
- Unused cooked food should be cooled as quickly as possible. Cover and place in the fridge, away from other food on a separate shelf. It is best within one hour of cooking. It should not be left out to cool at room temperature.
- Food that is cooked and chilled for storage in the fridge should be labelled with the date it was cooked and stored. It should be used within 48 hours, and if not used in that time discarded with the client's permission.
- When reheated ensure that it is piping hot right through
- Use cleaning cloths that are only for the kitchen.

MANAGING CHALLENGING BEHAVIOURS

Our Client's include client groups with Mental Health, Intellectual Disabilities and Challenging Behaviour. Some are even known to have aggressive behaviour and your co-ordinator will make sure that you are aware of this prior to you undertaking the assignment. Only those members of staff who have been trained in Challenging Behaviour or Managing Aggressive or Potentially Aggressive Behaviour (MAPA) will be engaged in working with those clients who have aggressive behaviour.

Life Plus offer Challenging Behaviour and MAPA training to all staff and also encourages staff members to familiarise themselves with the Client's' policies and procedures around control and restraint. For staff members working in Homecare please refer to the client's behaviour support plan.

All staff can be in a potentially vulnerable position when dealing with confused or violent patients. A key part of Challenging Behaviour/MAPA training for staff who are likely to come into contact with violence and aggression includes how to deal with abuse, harassment and actual violence from client and family members. During the training staff learn how to identify reasons for aggression, how to de-escalate a potentially violent situation, and what action to take in the event of actual aggression and violence.

Aggressive incidents with clients:

1. Keep calm; speak in a low measured tone.
2. Find somewhere quiet to talk, but with people around defuse the situation.
3. Call for assistance if the situation appears to be getting out of hand.
4. Leave if the situation escalates & call for further assistance when you are safe.
5. If you are assaulted while at work, Life Plus will support you in any way possible. Please remember you have rights too

Dementia

As our population ages, there will be more clients with dementia receiving our support. Understanding dementia and learning some simple techniques will enhance the support we provide.

Communicating the Four S's:

SLOW – SIMPLE – SPECIFIC – SHOW

SLOW – down your rate of speech and wait for the person to respond before saying something else. Take care not to sound condescending.

SIMPLE – give only one instruction at a time and to client's use short sentences.

SPECIFIC – talk about people, objects or events, which they may remember. Use the name of people and places instead of pronouns (him, her, she, them etc).

SHOW – the person what you mean by using gestures to explain what you are talking about.

Be aware that the person with dementia may also have a hearing loss. Check to see if the person wears a hearing aid; if so ensure that it is working, i.e. is it in the correct position? Is the battery ok?

You do not have to shout at a person with dementia – eye contact, touch and gestures are most important.

RESTRAINTS AND ENABLERS

In New Zealand, we are bound by the health and disability sector standards. One of these standards is the restraint minimisation and safe practice standard. Restraints, and enablers are only used by clients, after the appropriate assessment.

What is an enabler?

An enabler is equipment items or furniture that the client has agreed to use to help with their activities, and to keep them safe and comfortable. For example, a lap belt on a wheelchair to help the client sit up right. Use of bed rails to prevent the client from falling out of bed.

What is a restraint?

A restraint is any method used by a team member that stops a client from moving as they wish. The client has not agreed to the restraint.

Examples of restraint:

Personal	Personal a support worker uses their own body to limit movements of a client. For example, holding a client and preventing them from moving.
Physical	Physical items of furniture that limits a client's normal freedom of movement. For example, use of equipment to hold a client.
Environmental	Environmental, a support worker restrains a client's normal access to their environment. For example, restricts access by using locks, or blocking doors, not allowing access to a wheelchair or Walker.

How do I know if one is in place?

The use of any restraints and enablers will be written in your client's service/care plan. The plan will give you information on how to use a restraint, or enabler. If you are involved in restraints, or use an enabler that is not on your client service/care plan, please contact your coordinator immediately. If your client's needs or behaviours are changing, it is important that we know this so we can review their needs.

CLIENT ABUSE AND NEGLECT

What is abuse?

Abuse means to treat someone in a cruel or violent way or use them in a bad or dishonest way.

This can be:

- Physical – hitting, slapping, over or under medicating, causing pain
- Psychological – shouting, name calling, intimidating, withdrawing love
- Sexual – sexual assault, or verbal abuse, overt and inappropriate sexual behaviours
- Financial – using someone's money or property
- Self-harm – biting, cutting, burning, (this is often in response to other issues in the environment)

What is neglect?

Neglect means to fail to look after someone who you are responsible for. Neglect can be either active (deliberately not washing soiled linen) or passive (not knowing the right way to do something).

Signs of abuse may include:

- Malnourishment, or dehydration, without an illness related cause weight loss
- Injuries that have not been properly cared for
- Cuts lacerations, burns, grip marks, welts, swelling, bleeding, pressure injuries, bruises
- Evidence of inadequate care, poor skin hygiene
- Pale skin, sunken eyes, cheeks; without an illness related cause
- Clothing in poor repair inappropriate for the season
- Lack of necessary appliances or prescribed medications (walker's, glasses, hearing aid, dentures)
- Lack of safety precautions and supervision.

- A History of unexplained accidents or injuries.
- Seeks medical attention from a variety of doctor's treatment centres,
- Fearful and or apprehensive behaviour displayed by the client (e.g. avoids physical contact)
- Changes of family dynamics
- Efforts to isolate the client from others
- Sudden change in behaviour (e.g. withdrawal)
- No money for basic necessities

Team member abuse

Very occasionally, a team member may be responsible for abuse. If you witness this, or are told of it. This can create enormous conflict, and a worry for you. Remember, your first responsibility is to the clients in our service, and for them to be safe, secure, and as comfortable as possible.

If you do come across this situation it is essential you report it to your coordinator straightaway.

Key points is to remember:

- Listen and observe carefully and take all statements, accusations or suspicions seriously and report any concerns
- Ensure the immediate safety of the person
- Do not overreact or criticize and remain supportive to all parties
- Remain supportive and professional

If you feel uneasy about how your client is being treated. Then let your coordinator know immediately. The above procedure is to keep you and your client safe.

It is extremely important that you do not put yourself, the clients or Life Plus in an unsafe situation relating to money or property. If you feel uneasy about how your client has been treated, then let your coordinator know immediately.

Remember, if you suspect abuse, not only do you have an ethical responsibility to report your concerns, there is a legal responsibility to act and report it to your manager and coordinator.

Reporting Abuse

If you have suspicions of abuse, whatever it might be, please report it immediately to your coordinator. Please remember that abuse can be a result from well-intentioned actions on vulnerable clients who through no fault of their own are unable to self-care or perform certain tasks. Anyone found to be abusing patients/clients will be subject to disciplinary action.

MAORI VALUES AND CONCEPTS

Life Plus recognises that understanding an individual's culture, including their important values, beliefs, language, customs and corresponding practices is central to understanding them as a person and providing quality services. We are committed to working closely with Maori iwi, whanau, and cultural organisations to improve Maori access to high quality health services, and to reduce Maori health inequalities.

The Treaty of Waitangi & the Te Whare Tapa Wha Framework

The Treaty of Waitangi is an agreement made in 1840 between representatives of the British Crown and more than 500 Māori chiefs. It resulted in the declaration of British sovereignty over New Zealand by Lieutenant-Governor William Hobson in May 1840. Most chiefs signed a Māori-language version of the Treaty. The English- and Māori-language versions held different meanings, and Māori and Europeans therefore had different expectations of the Treaty's terms. Ever since, resolution of these differences has presented New Zealand with challenges.

Māori make up 14.7 percent of the New Zealand population, with every local authority area in the nation having a Māori population of at least 4.5 percent, yet Māori have the poorest health of any New Zealand group. It is our responsibility as a health provider to reduce inequalities and assist our Maori patients to live longer and more productive lives. It is important we recognise the Treaty of Waitangi and apply it when dealing with Māori health to reduce health disparities by improving the health outcomes of Māori and other population groups.

The three principles of the Treaty that apply to Māori health are:

- Partnership- Working together with iwi (people), hapu (community), whanau (family/extended family) and Māori communities to develop strategies for Māori health gain and appropriate health and disability services
- Participation- Involving Māori at all levels of the sector, in decision-making, planning development and delivery of health and disability services.
- Protection- Working to ensure Māori have at least the same level of health as non- Māori, and safeguarding Māori cultural concepts, values and practices



Maori Health Model (Mason Durie,1994)

- One model for understanding Maori health is the concept of the 'Te Whare Tapa Wha' - the four cornerstones (walls) of Maori health.
- Te Whare Tapa Wha describes these cornerstones as representing the four walls of a house. Should one of the four dimensions be missing or damaged, a person or a collective may become 'unbalanced' and subsequently unwell.
- Therefore, a Maori perspective of wellness is recognized as being dependent on the balance of these four dimensions.

Guidelines when engaging with Maori

How the first and follow up engagement with the client occurs is important to forming a relationship with them in terms of how they feel welcomed accepted and valued.

First engagement or greeting

- Having local iwi or culturally appropriate images in the office or waiting room will give a sense of connectedness with the community
- A welcoming smile and, or use of a greeting like "kia ora" or "welcome" will bring a sense of welcome. Introduce yourself and your role and wear a name badge.
- Do not assume someone's ethnicity. Ask them what they identify as
- Try to say names correctly and use the client's preferred name. When unsure, ask for the correct pronunciation and then attempt to say this correctly.
- Where possible provide information in more than one way, for example spoken and written Maori and English.
- Ask clients and find out if they have any special cultural, spiritual, language or other requirements you can assist them with to ensure the care they receive is culturally safe from their perspective, document these requirements so others providing care are aware, actively seek to ensure requirements are met. Rongoa (Maori methods of healing) may be used, respect and support the importance and use of Rongoa.
- Ask the client before touching them anywhere on the body and especially so on the head.

Visiting in the home environment

- Remember that you are a guest in your client's home and will be treated as such.
- When visiting it is considered polite to remove your shoes at the doorway. However, if providing home management and personal support. It is advisable to ensure that the client and family are aware that indoor shoes are required to be worn as a health and safety measure.
- Acknowledge others in the room with a nod and a greeting. For example, "kia ora"
- Take guidance from the client or Whanau as to where to sit and put your things.
- Attempt to pronounce Maori names correctly and ask when unsure and endeavour to use the preferred name of the client.
- Be prepared to accept with grace any food or drink if offered. If you are diabetic, vegetarian, have allergies, etc. Then tell the family or Whanau. For many Maori food and drink is part of a cleansing process.
- Do not sit or place headgear on tables or work benches, and particularly on surfaces used for food or medication. Wash hands in the bathroom, not the kitchen sink. Avoid stepping over people laying on the floor.
- Often different linen and pillows will be used for the head, than those for other parts of the body. For example, white pillows and face cloths for the head and coloured for other parts of the body.
- Avoid having bedpans/urinals and food together at the same time.

- Clients may request to have different coloured pillowcases to differentiate pillows for the head, and those used for other parts of the body. They may also have different coloured flannels for the washing of the head, and other parts of the body.
- Invite Whanau support to be part of the care of the clients, if they are present.

Whanau support

- The term Whanau can be more extensive than just blood ties. It is an inclusive term to embrace others as part of the client support team. If possible, actively encourage Whanau to be involved in all aspects of care and decision making. The Maori concept of next of kin/Whanau may be broadly interpreted.
- If the client seems reluctant to talk, ask to include their support whanau in the conversation as they can sometimes provide information the client is too Whakama/shy to say, but which is helpful to the client's well-being.
- Whanau will often be around when the client is very sick or death is expected or imminent. They will stay with the client, day and night.

Taonga (treasures and valuables)

- Only remove taonga (valuables and heirlooms) if leaving them on the client places the client at risk, ask first before removing.
- The client and whanau should have first option of removing and caring for the taonga.
- Place taonga/valuables in a safe place.

Food and storage of vaccines

- Food should never be passed over the head.
- Ask the fridge owner if it is acceptable to store medications with food.
- Enquire if the microwaves used for food can be used for heating anything that has come into contact with the body.
- Tea towels will only be used for the purposes of drying dishes.
- Anything that comes into contact with the body should be kept separate from food.
- Avoid using cups and glasses for anything else other than drinking out of - ask the client/whanau if you are unsure.

Dealing with death

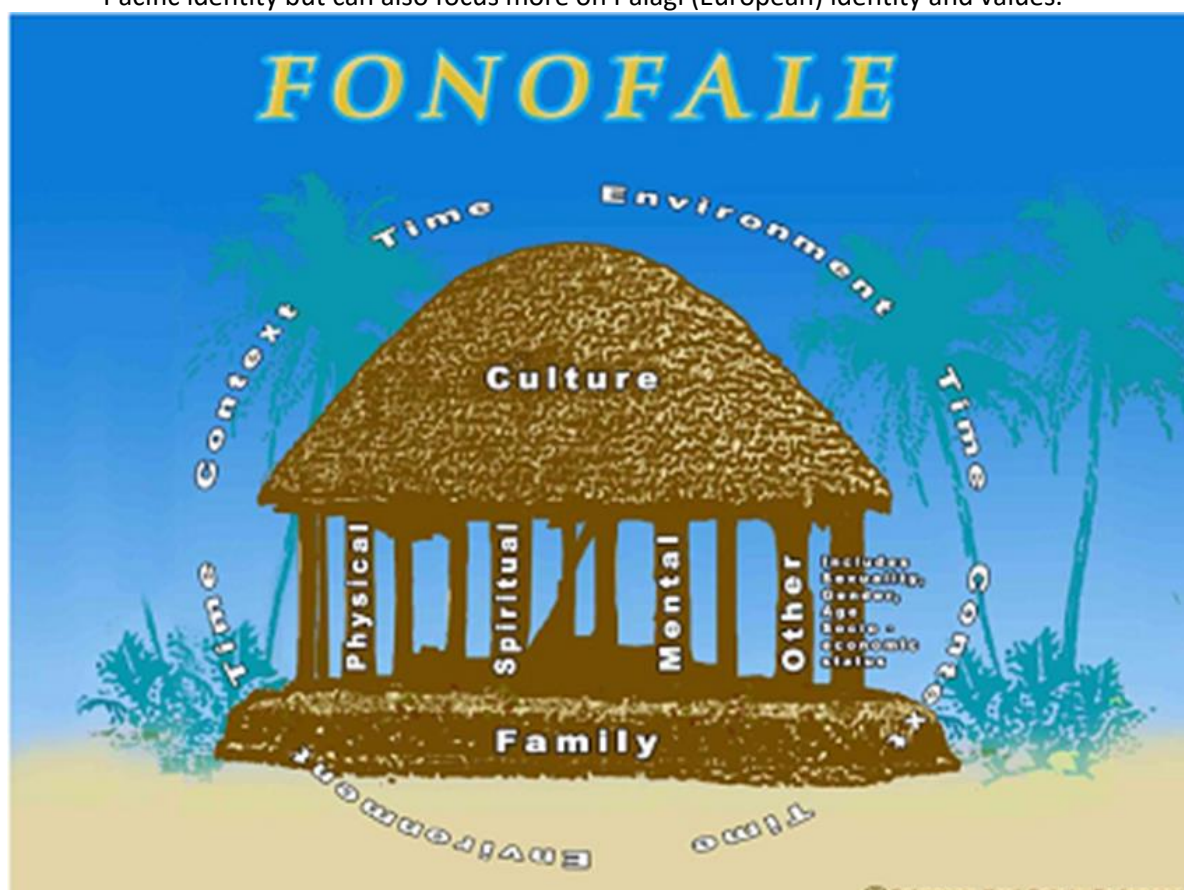
- Be guided by the whanau on the cultural and spiritual practices of them at this time.
- If death is pending people may choose to not consume food around the patient.
- Pending and following death, allow space for the whanau to exercise their beliefs and practices. Do not take food and drink into the room.
- Offer Whanau the choice of washing and dressing the deceased clients.

PACIFIC VALUES AND CONCEPTS

The FONOFALE Model - Pacific Model of Health

Please refer to Life Plus Working with Pacific People Policy 1.16

- The Fonofale Model incorporates the values and beliefs of health to Pacific people including Samoan, Tongan, Cook Islanders, Niuean's, Tokelauans and Fijians.
- The Fonofale model was created by Fuimaono Karl Pulotu- Endemann, for the use in New Zealand context.
- It is a model built around a simple idea: the Samoan fale, or house. However, it includes elements from many pacific nations.
- This fale represents one's overall wellbeing and is comprised of multiple individual elements.
- The floor, or foundation, represents aiga – family. Not just your immediate relatives, but extended family and anyone you are linked to by partnership or agreement.
- The roof is your culture, your beliefs and value system that provide protection and shelter. Pulotu-Endemann notes that this can be traditional beliefs tied to a specific Pacific identity but can also focus more on Palagi (European) identity and values.



- These floors and the roof of the fale structure are then supported figuratively and literally, by four pou (pillars). They represent the spiritual, the physical, mental and 'other' aspects of your wellbeing. Other includes elements like sexuality, socio-economic status and gender.
- Not one part of this fale stands in isolation – they are all reliant on and supportive of one another. Then, all around the fale, sits a circle, boundary or cocoon that has the final three elements:
- The environment surrounds the fale, and is focused on the physical setting, no matter where you are.

- Time and context relate to, respectively, a point in time that impacts Pacific people and the surrounding socio-economic, political, legal or personal context that shapes who you are.
- For many people, this might be a new way of looking at wellbeing. Typically, we might only consider two or three elements when looking at how we're feeling, or what we can change to improve our situation. But in times when we need to take the utmost care with our wellbeing, models like Fonofale show us a different way of approaching others.

In general, Pacific culture and beliefs about health and illness are different from those of the mainstream New Zealand Culture (Tukuitonga, 1999). The health fundamentals that Pacific people share are a holistic notion of health and health is a family concern rather than an individual matter. In particular, these Pacific groups all stated that the most important things for them were family, culture & spirituality.

In New Zealand, it is critical that we apply a culturally competent lens to everything we do that involves Pacific or indigenous people - especially in healthcare. It also provides a far better framework when looking at issues in healthcare to ensure we understand and adapt.

In health care settings, cultural awareness, sensitivity, and competence behaviours are necessary because even such concepts as health, illness, suffering, and care mean different things to different people. Knowledge of cultural customs enables health care providers to provide better care and help avoid misunderstandings among staff, residents/patients, and families.

**Kia Ora, Talofa Lava, Fakalofa Lava,
Kia Orana, Malo E Lelei, Bula Vanaka**

The word serves or service is a very important word in the Polynesian culture.

We are taught from a very early age that in order for the tangata (person/individual), whanau (family), hapu (extended family/sub-tribe) and iwi (tribe) to grow and prosper, each person must learn to take care of not only their own needs but those of others in the whanau, hapu and iwi.

Social Interaction

- Keep eye contact to a minimum between younger and older people and people of the opposite sex – it is a sign of confrontation and disrespect if there is too much eye contact. Lowering eyes shows respect to elders, teachers and authority figures etc
- Acknowledge, accept and thank the client if they offer to help you help them
- Let the family know you appreciate and respect any cultural/care giving/traditional/healthcare information and knowledge they may volunteer
- Do not interrupt when someone is speaking, wait until they have finished
- Your tone of voice should be modified to suit the person you are speaking to e.g. you normally use a respectful tone to older people, and a gentle and respectful tone to anyone to make them feel at ease – NEVER SPEAK DOWN TO OLDER PEOPLE (OR ANYONE)
- Do not assume that you can sit on the client's bed without permission – always ask

Physical Touch

- The head is the most sacred area of the body for many Polynesian Tribes. Please ask permission to touch the client's head if you have to touch that area of the body, also use a separate wash cloth for the head
- The torso should be handled with respect and according to the needs of the person – preference is for same sex assistance – wash from head to toe, genitals last

- Where possible avert your eyes, turn your back or leave the room if safe to do so – never make the person feel humiliated or embarrassed – ensure subtly
- DO NOT pat older people (they are not a pet or child), DO NOT touch the head without permission, DO NOT presume to touch older people unless they touch you first
- Touch is usually age appropriate
- Ask how hair and toenail and fingernail cuttings should be disposed of
- Do not sit with your feet pointing directly at a person – it's a sign of disrespect
- Do not have any bodily fluids in any room where food is served
- Please never sit or place any article e.g. shoes, on tables or any surface where food is to be prepared and eaten. It is unhygienic and it is very offensive to Polynesian people
- The kitchen sink is used only for the preparation of food and washing of dishes. Washing of anything else in this area is considered unhealthy and very poor hygiene practice
- Do not wash cloths used in preparing or serving food (tea towels, table cloths, dishcloths) with clothing, towels or bed linen.

Spiritual/Social Rituals and Practices

- Remove shoes when entering the house
- Be aware that some behaviours we may not find offensive may be the reverse to Polynesians i.e. discussing sexual matters in mixed company, a female sitting on a bed that belongs to a male and vice-versa, not saying grace before meals, the use of any 'bad' language. Swearing is not appropriate, do not sit on tables and do not place hats, shoes and hairbrushes on tables
- Holding hands with the opposite sex in front of older people is considered disrespectful, (behaviour of a 'sexual' nature is not for public display). You're not only showing disrespect for the elders but also for one another.
- Prayers are always said before meals and meetings
- If you walk into a crowded room or in front a group of people, bend your back and lower head as you pass these people - this is a sign of respect and humility.
- Try not to walk in front of people, behind them is always best, particularly where large gatherings are concerned. Standing or walking upright is a sign of arrogance and lack of consideration for other people.
- Do not forget to smile Polynesian's love to smile and a smile always sets the tone of your present and future interactions

There are many more do's and Do not's but the above information will help to break down feelings of anxiety and 'uncomfortableness' and allow you to get on with forming a respectful and productive relationship with your client. Always ask if you are uncertain or just Do not know.

Do not forget to smile, Polynesians love to give and receive smiles. Even when Polynesians Do not feel like smiling, they will make the effort to ensure the other person is made to feel welcome and happy. It pays to always approach Polynesians with a smile on your face; it will set the tone of your present and future interactions.

CULTURAL AWARENESS

Life Plus does not discriminate on any grounds including race, colour or creed. It should be noted however, that a person in their own home is entitled to employ whomsoever he or she wishes.

When you are in a client's home or working in a facility, you are expected to comply with their wishes in regard to culture and beliefs. Information about this is included in the client service/care plan or given to you when taking a handover at a facility.

When looking after clients from culture different to yours, you should be aware of the following: -

- The client's preferred language. – Do they understand English well enough to communicate with you?
- Any specific needs you should be aware of – e.g. types of food they do not eat or require.
- Any issues, needs, or problems the client may be experiencing in their care.
- The client's priorities in their treatment and care
- The level of family involvement they would like.
- Their individual values and beliefs

ESCALATING PROBLEMS / INCIDENTS / ACCIDENTS

Escalating problems

As a support worker you are the eyes and ears of our organisation. We rely on your ability to observe the health and well-being of the people we support to make sure that ongoing needs are met. We want you to let us know when issues arise, or when anything related to the support you provide does not go well. We also want you to tell us if the person you are supporting raises concerns that you cannot fix yourself.

This is about being a great team - working to make sure we look after one another, making sure we look out for one another and ensuring we provide the best possible support

What how and when?

In the case of any accident, incident or near miss you must: -

- Accurately report any accident, incident or near miss to Life Plus as soon as practical
- Complete a Life Plus Incident form (& the clients form if applicable)
- Send the form to Life, for follow-up and action as soon as possible.

What should we report?

We need to report any issue related to potential or actual harm, and any issues related to the safety of the people we support and or the quality of service provided to them. The following is not a full list of possible incidents/accidents, but we will give you an idea of the sorts of situations that he might see that you need to be reporting:

- Any injury or bruising
- Sickness of any kind
- An accident requiring medical attention
- Slips, trips and falls.

- Wound and pressure injuries
- Medication error or events including omissions
- Any potential danger to life, for example choking, ingestion of dangerous substances.
- Missing Persons
- Any incident involving crime, theft police involvement, etc.
- Traffic accident or events
- Any damage to property
- Physical, verbal, sexual, financial or psychological abuse
- A near miss
- A complaint

How should you report it?

Incidents can be reported by either completing an incident form in the Alayacare App, by contacting your coordinator or manager (who will then send you an incident/accident report to complete) or by emailing info@lifeplus.co.nz

When should you report it?

When you consider the event to be serious. Make sure that everyone is safe and report the events, **immediately** to your coordinator or manager. All of the reports must be made as soon as possible following your shift. The main aims in reporting incidents are to know when we haven't got it right. Find ways to improve it. Support our organisation to provide the best working environments, help our organisations to provide the best support to people.

Escalating health concerns

A person's needs can change from day to day. Remember, even small changes can be significant. So, if you find the person is different to how you have known them to be or their health may be worsening let your coordinator or manager know as soon as possible.

Accident / Incident Scene

At all times ensure your own safety, then the safety of other staff or clients. This includes routine and emergencies.

Should you suffer a serious injury, Life Plus must contact Worksafe prior to moving any wreckage, article or interfering with the accident scene.

Life Plus is required to record information about all accidents in a register and investigate the causes

NOTE: Many people in an emergency fail to make situation as safe as possible for themselves and injure themselves.

If the accident causes serious harm the accident scene shall not be altered unless

- To save a life, prevent harm or relieve suffering.
- Prevent serious damage or property loss.

Participation in Occupational Health & Safety

Life Plus actively seeks and encourages staff involvement and participation in Health & Safety in the workplace. If you have issues you would like addressed please talk to your Service Coordinator for further information.

Help is always at the end of the phone at Life Plus!

COMPLAINTS & COMPLIMENTS

We take complaints seriously

Sometimes, even though we do our best to communicate effectively and the team is trying their best, we fall short of a person's expectations. They have the right to complain and have their concerns taken seriously. This relates to Right 10 under the Code of Rights.

If a person tells about a part of the service that they are unhappy with, respect their opinion and try not to be offended. If they have a complaint about the company or another member of staff, encourage them to call your coordinator or manager. It is not up to you to decide whether their complaint is fair and reasonable. A person can make a complaint with the organisation or they take it to the Health and Disability Commissioner.

An opportunity for improvement or a pat on the back

Life Plus welcomes compliments and complaints from both staff and clients, and view this as an opportunity to assess and improve our practice and performance. We encourage both parties to inform us of any such matters as soon as possible. We aim to resolve the matter with minimal disruption to the services.

Please use the feedback form or talk to your coordinator if you have any

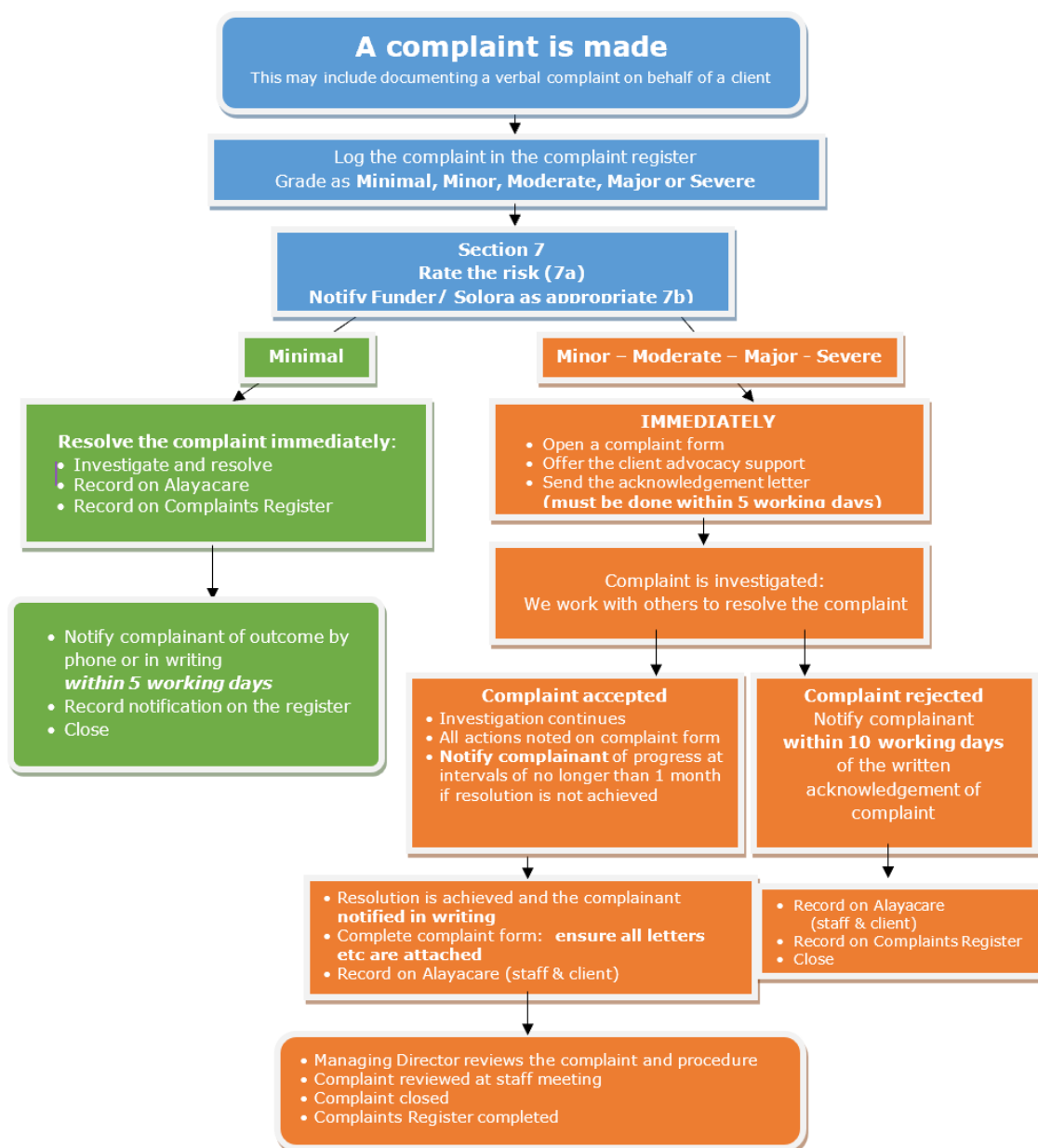
- Suggestions
- Concerns
- Complaints

If a client offers a suggestion, talks about a concern, or complains, we welcome you to use LEAF for guidance:

- **L**isten
- **E**mpathise: thank them for the feedback. Acknowledge the issue and their feelings
- **A**ffirm their right to express their opinion or complain
- **F**ollow through – ask what they would like to do about it: assist as necessary

DO NOT: defend, excuse, react

Life Plus Complaints Procedure:



HEALTH AND SAFETY / HAZARDS

Life Plus is committed to taking all practical steps to ensure a safe place of work for our staff.

We will:

- Provide training in health & safety matters
- Insist on safe work practices & standards
- Comply with health & safety legislative requirements
- Ensure health & safety standards are maintained

Prevention

Life Plus management, coordinators and consultants shall identify potential hazards, which shall be documented and reviewed regularly. Resource staff will be informed of potential hazards and are responsible for any hazards identified in the line of work.

Hazards are anything that could cause you any form of harm. "All practicable steps" must be taken to eliminate, isolate, or minimise significant hazards.

Staff Responsibilities

Each employee is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace, and in keeping themselves safe whilst in a client's home or facility through:

- Being involved in the workplace Health and Safety system
- Sticking to correct procedures and equipment
- Wearing protective clothing and equipment as and when required
- Ensuring all accidents and incidents are reported
- Helping new employees and visitors to the workplace to understand the correct procedures and why they exist
- Telling your manager of any health and safety concerns
- Keeping the workplace tidy to minimise the risk of any trips or falls

Sharp / Needle Accident

If you break your skin with a needle or sharp object (such as glass) or have a possible blood to blood contact incident, contact Life Plus immediately. Further investigations may be necessary.

What are the Hazards in your workplace?

A hazard is any task, equipment, condition or behaviours in your workplace that has the potential to cause harm.

Take note of your surroundings when you arrive at work, check for, report and record any new hazards as you identify them.

Common hazards and risks can include:

- Slips, trips and falls
- Supporting or assisting a person
- Work-related stress, bullying, harassment or violence
- Using or moving equipment

Emergency Situations

Understanding your workplace and its hazards includes thinking about what you will do in an emergency situation such fire, flood, snow storm, earthquake or sudden or unexpected illness or injury.

Planning in case of emergency

- Life Plus completes an Assessment and Emergency Plan with all clients
- These are to guide you in the case of a civil emergency or disaster
- These plans are kept in the client's home; usually in the client folder
- Please familiarise yourself with your client's plan
- If you have any queries please contact Life Plus head office.

For all major emergencies phone 111 for Fire, Ambulance, Police

If the person is seriously unwell or unconscious	<ul style="list-style-type: none"> • Dial 111 and request the ambulance unless alternative instructions (such as activating a personal alarm) have been given • Call Life Plus ASAP who may notify the next of Kin • Remain with the person until a family member or another staff member or ambulance staff arrives • If you are trained in CPR, you may commence CPR if required and you feel confident in doing it
If you see or smell smoke/fire	<ul style="list-style-type: none"> • Dial 111 and request fire service • Your call may be taken at a centre where the staff are not familiar with your location, so you must know the following information: <ul style="list-style-type: none"> ○ Full address including suburb and town/city ○ The closest main intersection ○ Whether or not the person is mobile ○ The assembly point for this person's home and evacuation plan to be followed for you, the person you're supporting and any other occupants in the house to get to safety as quickly as possible
If you are unable to gain access	<ul style="list-style-type: none"> • If you arrive at the persons home and there is no reply from the front/back doors, windows etc contact Life Plus ASAP • Stay at the persons house for 15 minutes for a response (you will then be paid for this appointment) • Your coordinator/manager will phone the person. If there is no response, the next of kin or neighbour, police or hospital will be contacted • You will be required to complete an Incident form
Death of a client	<ul style="list-style-type: none"> • If you visit and find that a Client has died, you should do the following: <ul style="list-style-type: none"> • In case of sudden unexpected death DIAL 111 AMBULANCE • Phone your coordinator • Check the Care Plan/Service Plan for directions about death and dying, if any • Notify the key contacts • Remain at the home and await further instructions – DO NOT touch the Client or the immediate environment. You may find this situation distressing and you will be offered support and counselling.

Hazardous Substances

All staff should be aware of hazardous substances in the workplace. In a client's home or facility, these may include common cleaning chemicals which, either singularly or in combination with others, can be extremely hazardous to health. It is important to keep everyone safe by:

- Using cleaners or household chemicals according to instructions
- Never combine cleaners or household chemicals

- Keeping all cleaners or household chemicals in the original packaging to minimise confusion and risk of inappropriate use or poisoning
- Never using a substance that is improperly labelled or if you are unsure of: report such incidents to your coordinator immediately and remove the substance to a safe place until it can be safely disposed of

Universal Precautions

- Wash your hands before & after providing a client with any support/treatment and at the end of attending to each client.
- Cover any cuts on your hands with waterproof dressing
- Avoid skin contact with body & blood fluids
- Use disposable gloves if skin contact with blood & body fluids
- Soiled surfaces can be disinfected with household bleach. Use 1-part bleach to 10 parts of water. Ideally bleach should be in contact with the surface for ½ hour.
- Place contaminated material, including gloves in a plastic bag for safe disposal

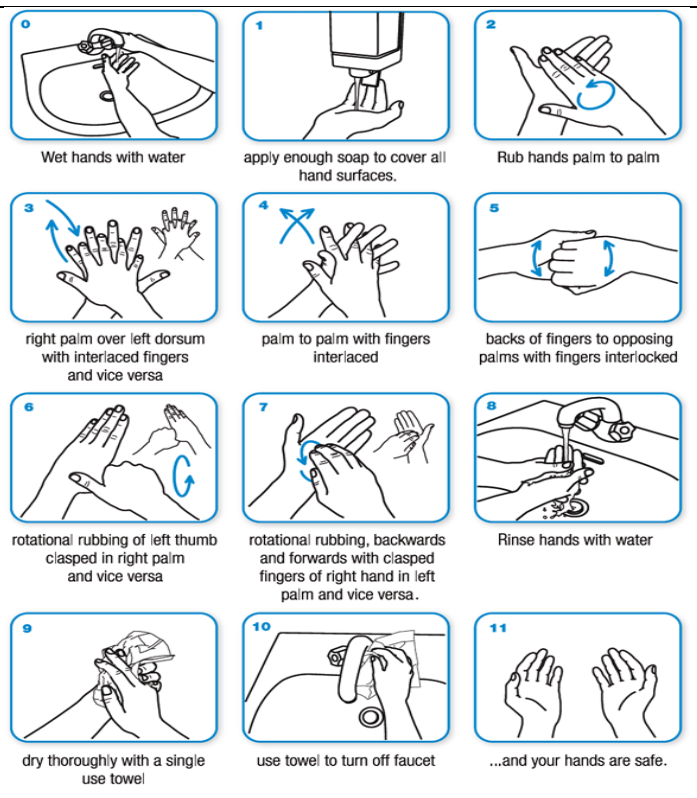
Clean hands protect against infection

Protect yourself

- Clean your hands regularly.
- Wash your hands with soap and water, and dry them thoroughly.
- Use alcohol-based hand rub if you Do not have immediate access to soap and water.

How do I wash my hands properly?

Washing your hands properly takes about as long as singing "Happy Birthday" twice, using the images shown.



Remember:

- Hep B & C, HIV, & Aids are carried by blood, semen & sexual contact
- Protect yourself in emergencies – wear gloves or other protective clothing if provided
- Do not recap needles following injections
- Use needle guards if required to take blood
- Dispose of all sharps in a safe container

INFECTION CONTROL

As a staff member you help lots of different people every day. Because of this, you could be exposed to many different types of bugs, which could cause infection and make people sick.

To prevent this happening, it is vital that you take the basic infection control measures outline in this book.

You will need to:

- Know how bugs are spread or transmitted
- Follow a set of rules or standard precautions/procedures, with every person you support

How are bugs spread or transmitted?



5 Rules of infection prevention and control

1. Keep your hands clean
2. Cover Coughs and sneezes
3. Cover up using the correct PPE (Personal Protective Equipment)
4. Get rid of rubbish
5. know when a person may have an infection

In this organisation the following points should be adhered to.

- All staff should, at all times, observe high standards of hygiene to protect themselves and their clients from the unnecessary spread of infection.
- Hand washing is the single most important method of preventing the spread of infection. Staff are to follow the Life Plus hand washing policy and ensure that their hands are thoroughly washed and dried on arrival and before leaving a Client's home or facility, between seeing each and every Client where direct contact is involved, after handling any body fluids or waste or soiled items, after handling specimens, after using the toilet and before handling foodstuffs.
- All staff should follow the Life Plus food hygiene policy and ensure that all food prepared in client's homes for Client's is prepared, cooked, stored and presented in accordance with the high standards required by the Food Safety Act 1990. Any staff member who becomes ill while handling food should report to their coordinator and should see their GP and only return to work when they are safe to do so and cleared by their GP.

- All staff are to follow the Life Plus personal protective clothing (PPE) policy and use disposable gloves and disposable aprons which are provided for staff who are at risk of coming into direct contact with body fluids or who are performing personal care tasks.
- Staff should treat every spillage of body fluids or body waste as quickly as possible and as potentially infectious; they should wear protective gloves and aprons and use the disposable wipes provided wherever possible.
- All clinical waste should be disposed of in sealed yellow plastic sacks provided at the client's premises, non-clinical waste should be disposed of in normal black plastic bags; care staff should alert the agency office if they are running out of consumables provided by ACC.
- Staff should never share items that may become contaminated with blood such as towels, razor blades and toothbrushes.
- All specimens should be treated with high levels of caution; specimens should be labelled clearly and packed into self-sealing bags before being taken to the doctors, non-sterile gloves should be worn when handling the specimen containers and hands should be washed afterwards.

MANUAL HANDLING

What is a manual task?

A manual task refers to an activity requiring a person to use any part of their muscular or skeletal system in their interaction with their work environment.

Manual handling occurs when:

- Lifting
- Lowering
- Pushing
- Pulling
- Carrying
- Moving
- Holding or restraining anything

Manual task injuries

Manual tasks can lead to injury through the development of the Musculoskeletal Disorders (MSD). An MSD is an injury affecting the bones or soft tissue structure (other organs) of the body that is caused by manual handling at work. Examples include sprains of ligaments; strains of muscles or tendons; injuries to the spine, joints, bones; and abdominal hernias.

Why do you need to know more about Moving and Handling?

To prevent and reduce the severity of injuries resulting from manual handling tasks in the workplace.

The personal cost of injury:

- Pain and discomfort
- Impact on others (work/family)
- Financial considerations

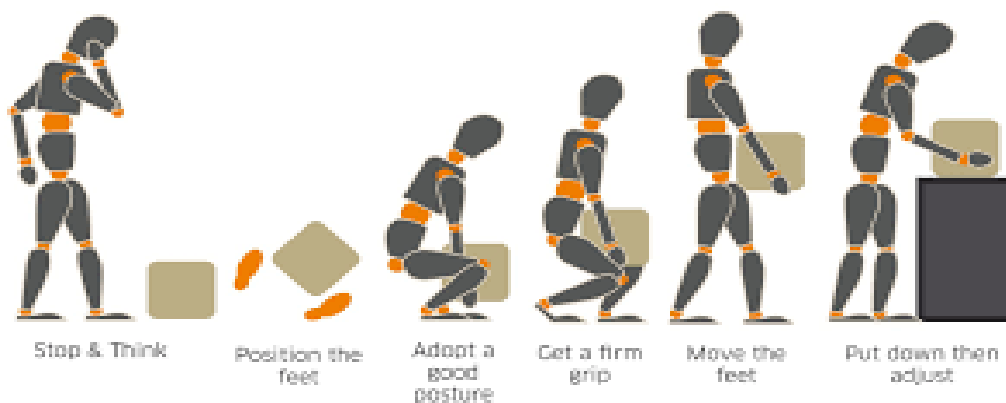


The correct method of lifting and handling loads recognise the weaknesses of the body and the strength of the leg and thighs. The procedures are designed to use the body more as elevator rather than a crane. To do this the power of the lift is generated by the thighs and legs not the spine. This will protect your back from damage.

Risk assessment

The word “risk” refers to the possibility of something happening. A “hazard” is something that can cause injury or harm. The purpose of risk assessments is to identify and manage both to reduce the likelihood of incidents occurring.

There are several factors that may make manual task unsafe, particularly for the development of MSD. Some of these are known to have direct effects on the body, while they contribute to the risk by making the task more difficult to perform



Direct Risk Factors – Risk factors that have a direct effect on the body include:

- Actions and postures (including awkward postures, sustained postures and repetitive movement).
- Forces and loads (including forceful exertion).

Indirect Risk Factors - Risk factors that can make the task more difficult to perform include:

- The working environment (e.g. poor lighting and cool temperatures).
- Systems of work, work organization and work practices (e.g. inadequate rest breaks and unfamiliarity of the task).
- Employee characteristics (e.g. Physical limitations).

The above risk factors may interact and increase overall risk.

Sources of Risk - Manual task risk factors may stem from various sources. Addressing the source of the risk is the most effective way of managing it. These risks can be varied and can include:

- Work area design and lay-out (e.g. inadequate space for task type).
- The nature of the item, equipment or tool (e.g. poorly designed chairs).
- The nature of the load (e.g. heavy load).

The LITE Principles

Load - Load refers to the characteristics of either the person/ object

- Example- Is the load marked indicating which way it should be?
- Example- Is the client agreeable to the manoeuvres?

Individual – The employee(s) carrying out the task

- Example- Can you carry out the task alone?
- Example- Are you familiar with the technique/equipment

Task - The nature of the manual task

- Example- How will the move be achieved?
- Example- Is this the safest way of completing the manoeuvre?

Environment – The working environment (space equipment etc.)

- Example- Have you removed the hazards from the route?
- Example- Is its appropriate equipment for the task?

Eliminate the Risk

The most effective control measure involves eliminating the manual task. Eliminating hazards and risks is usually easier and cheaper to achieve in the planning or design stage of an item, process or place used for work.

Minimize the Risk

If it is not reasonably practicable to eliminate the risk, then you must minimize the risks so far as is reasonably practicable by:

- Substituting the hazard with something that gives rise to a lesser risk (e.g. lifting two smaller 5kg containers instead of one 10kg container)
- Implementing engineering controls (e.g. using equipment to assist with lifting)

Ultimate Objective is Relieve Fatigue and Strain

- Use correct techniques
- Ensure good vision
- Change position regularly
- Avoid overreaching or stretching
- Use equipment to assist

CHILDCARE

The following are examples of where you may support a client with child care if it is part of the service plan.

- Normal supervision and play activities.
- Changing and feeding infants, preparing formula from written instructions.
- Bathing infants when clients are unable.
- Maintaining normal routines
- assistance with dressing grooming and hygiene of young children.
- Preparation of nutritious meals and snacks.
- Possibly transport to and from school and other activities.

Childcare - Role and Limits to Responsibilities:

- You are there to assist a parent or guardian
- Stick to the care plan
- Requests for tasks outside the care plan? Politely ask the parent/guardian to call the Coordinator and do the task only if the Coordinator tells you to
- The parent/guardian will be present or will tell you what to do. This can be in person or through the care plan
- Supervision and personal cares i.e. dressing, toileting, bathing need to be age appropriate, but may also be determined by an injury. Check the care plan
- DO NOT dispense or make decisions about giving the child medicine. Administer medicine ONLY if it is on the care plan, and record what you have done, with time, medication, amount etc.
- Transport: ONLY as written on the care plan
- Report neglect or abuse to your Coordinator as soon as possible

Child Development



- Child development is the process every child goes through. It involves the biological, psychological and emotional changes that happen between birth and the end of adolescence

Childcare - The process & understanding

- Learning and mastering skills like sitting, walking, talking, skipping, and tying shoes, as well as social skills.
- Children learn these skills during predictable time periods called developmental milestones.
- Understanding where the child is, developmentally, helps us to know what the child needs from us.
- Children develop skills in five main areas of development: Cognitive, social and Emotional, speech and language, fine motor skills, gross motor skills

Understand

- The stage of the child you are looking after
- Choose appropriate safety measures, responses and activities

Childcare - What do they need?

- More than special toys, music and games to stimulate a child's development, it's more important to provide the following, every-day activities to encourage brain development.
- Lots of love and attention: holding, hugging, and listening are important ways to show a child they matter
- Interaction: talking, singing, playing, eating, and reading with the child helps them grow up feeling special and important. It's how we learn about the child's interests and skills.
- Read, read, read: research has shown that children who are read to have a larger vocabulary than other children. Reading also provides children with new perspectives about the world we live in.
- Helping the child to learn how to behave. The most important care-giving skills are having consistent rules, rewarding/praising behaviours you want to see the child do more of, and having consequences for behaviours you do not want the child to do.
- Limiting TV time and video time to no more than 1-2 hours of educational viewing per day – this is the ideal but depends on the family you are placed with.

Child Safety & Hygiene

Safety

- Babies: never leave them on a bed, sofa, change table or in the bath
- No shaking, hitting or rough handling at any age: kind hands, kind voice, even when being firm
- 4 months – 5 years: starting to move – they are FAST. Keep them within eye contact at all times
- 5 years up: children are learning limits but still experiment beyond their capabilities and require age appropriate supervision

Hygiene

- Do not go to work if you are sick, as you will infect the child
- Wash hands when you arrive
- Hand hygiene: wash hands after wiping noses, before handling food, after changing baby or toileting a child, after outside play or playing with pets

Childcare - Stick to the plan!

- All information about medication, allergies, prohibited foods, behavioural issues will be detailed on the client care plan
- If required as part of the child care contract, this will include agreed interventions and/or emergency action and contacts
- The client care plan will record allergies, any special dietary needs or prohibited foods. The childcare worker MUST ensure that the plan is followed: allergic reactions can KILL

- Prohibited foods may include foods prohibited for cultural or religious reasons e.g. meat, pork. The wishes of the parent/guardian shall be followed at all times
- Interventions for known behavioural issues must be followed.

Childcare – Transport

- Transport children ONLY if specified in the client care plan
- The client care plan states the vehicle to be used i.e. the parent/guardian's car or the childcare worker's car
- Any vehicle used shall have a current Warrant of Fitness and Registration and be correctly insured.
- The vehicle shall be fitted with an approved child restraint (baby capsule, car seat, booster seat, restraint harness) for the child that is suitable for the child's age and weight, and compliant with current legislation; this car seat shall be supplied by the parent/guardian

Children under 12

- Must travel in the back seat

Children under 5

- Must be properly restrained by an approved child restraint car seat)
- Must NOT travel in the car if you cannot put them in an approved child restraint

Children 5 to 7

- Must use a child restraint if available If there is no child restraint available, the child must use a safety belt If there is no safety belt available, the child must travel in the back seat

Children 8 to 14

- Must use safety belts if available
- Must travel in the back seat if there is no safety belt available

Childcare - be prepared!

- To make sure that you know your responsibilities and the needs of the child
- Check the care plan
- Read your child-care notes

SEXUALITY

Life Plus believes that clients have the right, which is often denied to older people and to people with disabilities, to:

- develop and maintain intimate personal and sexual relationships
- engage in sexual activity which is within the law and does not cause significant offence to others
- make appropriate decisions for themselves in this area of their lives.

Limits to responsibility of staff

- Life Plus staff have the responsibility to accept each client's sexuality without imposing their own beliefs on them
- Staff will respond to client's choices, questions and concerns in this area with sensitivity, positivity, dignity and in a mature and professional manner

- If a conflict arises for a staff member in providing support due to cultural, religious or other reasons, they must disclose this to their coordinator. If necessary, the staff will withdraw from the situation and alternative support will be provided to the client
- Staff are expected to be aware of staff/client dynamics, and to establish and maintain a professional and mutually respectful relationship with clients, providing care and support in a way which prohibits abuse of any kind.
- Staff are not permitted to enter into sexual or intimate relationships with clients under any circumstances: this is considered serious misconduct and will lead to immediate disciplinary action and if proven, dismissal.
- If clients engage in any sexual activity or display which is offensive to a staff member or make a sexual approach to a staff member, the matter is to be reported to their supervisor who will take prompt and appropriate steps to discuss the matter with the person concerned and to help them contain their behaviour within reasonable limits
- If clients persist in engaging in inappropriate sexual activity or display in the presence of a staff member, the service may be terminated

Care practice

- Home care staff are guests in a client's home: providing a home care service should not interfere with clients' right to have the visitors they choose, at any time, and to entertain their visitors in private
- When a client has a marital or sexual partner who resides with them or visits them, service is provided in ways which respect their wish to be together in private
- Clients are able to decide whom they see and do not see, and if necessary and requested to do so, staff provide support in these decisions and, within the boundaries of the service contract, protection from contact of any kind, verbal, physical (touching, body language), or sexual, which the client does not want
- A request by a client for assistance in restricting or forbidding entrance to their home by an unwelcome visitor will be recorded and complied with as far as safely and reasonably possible
- Wherever possible, when personal care is given, clients' wishes as regards the gender of the care worker are respected
- Staff will assist clients to gain access to advice or guidance as appropriate to ensure that any sexual activity in which they engage is safe and healthy
- Any client who, because of a disability, needs help in fulfilling their sexual aspirations can discuss their needs with staff: within contractual and Care Plan/Service Planning limits, staff can assist the client with information, guidance, referral to an appropriate service, assistance in accessing transport
- Information about clients' personal and sexual relationships and activities is treated confidentially and sensitively and is passed only to those with a specific need to know
- The opportunity is provided for clients to discuss matters relating to their sexual relationships and activities within the Care Plan/Service Planning process if they wish to
- A client requiring advice on sexual matters or personal relationships can raise the matter with any member of the care staff or management with whom they feel comfortable

INFORMED CONSENT

The client has a right to full information concerning their care so that they can give informed consent. This information is given by Life Plus during the assessment and Care Plan/Service Planning process, which involves the client and any whanau/family they wish to have involved. The agreement to receive the contracted service is signed at this time and a copy kept in the Client Handbook.

HANDLING CLIENTS MONEY

- Client money is only handled by support workers if it is specified on the Care Plan/Service Plan
- If it is on the Care Plan/Service Plan, your coordinator will brief you about this
- If it is not on the Care Plan/Service Plan you may not handle client money

If your client requires you to go shopping for them:

- Take the cash or cheque
- Do the shopping
- Check the money to make sure that the receipts and change balance
- Return the shopping, change and receipts to the client

Instructions for shopping

Unless specifically advised by your Life Plus Coordinator, carers must NOT shop for clients if they are not present.

You should:

- Accompany client to the shop
- Client should handle payment if they can, carer to assist if required
- Carer should assist with packing/unpacking
- Carer should ensure client has the receipt and checks it (with the change, if any).
- Carer should ensure client has checked all items are correct.

In Special Circumstances:

You may need to shop for the client (with or without them), for example as a one-off if they are sick, or cannot physically manage the money. The client MUST call us and request your help.

If this happens:

- Take a list
- Take the money from the client (make sure they count it when they give it to you)
- Only buy what is on the list
- Give the client the receipt and the change
- Make sure the client checks the items are correct
- Make sure the client checks the change and signs for it
- Send Shopping form into the office with your timesheet for that period

Shopping forms can be found under forms on your Alayacare App.

STANDARDS FOR PERSONAL CARE AND HOUSEWORK TASKS

Assistance with Eating and Drinking

- The support required is established with the Client and s/he is encouraged to be as independent as possible.
- The Client is supported to eat and/or drink his/her chosen food and/or drink in manageable quantities at his/her own pace.
- The immediate environment promotes enjoyable eating and drinking and allows maximum interaction between Client's and Service Providers where appropriate.
- The Client is supported to eat and drink in a socially acceptable manner.
- Support given to the Client is consistent with the plan of care.
- When supporting the Client to eat and drink, the appropriate utensils are used.
- Interruptions to the Client's eating and/or drinking are minimised.
- The Client is enabled to clean her/himself as necessary during and at the end of the meal.
- Where it is necessary to monitor food and drink intake, it is measured according to the plan of care and recorded accurately, legibly and completely in the appropriate documentation.
- After discussion with the Client, reluctance to eat or drink, any problems, adverse reactions or intake which is above or below a required level, are reported to the appropriate member(s) of the care team.
- After use, equipment and left-over food are cleared away with minimum delay and disposed of in a safe manner and place.
- Continuing problems and possible ways of solving them are passed on to the appropriate member of the care team with minimum delay.

Enabling Client's to Maintain Personal Cleanliness

- The degree of support required and the activity to be performed is established with the Client and s/he is encouraged to be as independent as possible.
- The Client is given the opportunity to choose the washing and oral hygiene facilities, materials and toiletries which are consistent with the plan of care, the facilities available and his/her personal beliefs and preferences.
- The worker's dress, approach and own personal hygiene are consistent with recognised good hygiene practice.
- The reasons for any particular forms of dress and protection taken by the worker are explained in a manner appropriate to the Client.
- The temperature of the water and the room is consistent with the Client's preference and condition.
- Toiletries, materials and equipment are accessible to and safe for the Client.
- The Client is provided with a means of ensuring their privacy consistent with her/his requirements for support, assistance and safety.
- The Client is given assistance if required in the relevant activity in a manner which promotes his/her dignity and causes as little discomfort as possible.
- The Client is provided with an appropriate means of summoning help should it be required.
- Any problems are discussed with the Client and referred to the appropriate member of the care team.
- Where further specialist help might be needed, this is discussed with the Client and
- After use, the washing facilities are clean and ready for subsequent use.
- All waste products are disposed of in an appropriate manner and place.

Supporting Client's in Personal Grooming and Dressing

- The support required and the activity to be undertaken are established with the Client.
- The Client is given access to personal grooming and dressing facilities and, where necessary, support is given in a manner which maximises the Client's independence, ensures her/his privacy and is consistent with her/his personal beliefs and preferences.
- Where the Client has been prescribed dressing equipment, s/he is offered appropriate support in its use.
- The Client is encouraged to use any prescribed prostheses, orthoses, sensory equipment or creams consistent with the plan of care.
- Where the Client has concerns over the use of any sensory equipment, prostheses, orthoses or creams, her/his concerns are discussed and where possible a way forward agreed.
- Where it is not possible to support the Client with her/his concerns, s/he is referred to the appropriate member of the care team.
- The Client is encouraged and supported to maintain the cleanliness and security of their personal clothing and grooming items.
- Significant changes in the Client's personal grooming/dressing are reported and recorded accurately, completely and legibly.

Assisting Client's to use Toilet Facilities

- Assistance given to the Client is respectful of her/his feelings, personal beliefs and preferences and is consistent with her/his requests and plan of care.
- Communication with Client's regarding body waste and function is consistent with the Client's expression and use.
- The Client is encouraged to find a means of cleansing which is acceptable to her/him given any accompanying pain or limiting abilities.
- Any abnormality or change in the Client's body waste or function is discussed with the Client in a manner, and at a level and pace, appropriate to her/him.
- Any abnormalities or changes are reported accurately to the appropriate member of the care team as soon as practicable and recorded when required.
- The Client is assisted to wash her/his hands effectively after using the toilet.
- After use, the toilet facilities are clean and ready for subsequent use.

Collection and Disposal of Client's Body Waste

- As and when required, body waste is measured accurately and recorded accurately, legibly and completely in the correct document.
- Where the Client is able, s/he is given the opportunity to dispose of her/his own body waste using her/his preferred method.
- Waste is transported to the disposal point in a manner which minimises the risk of cross-infection, as discreetly as possible and without delay.
- Waste is disposed of safely and in a manner consistent with the Client's personal beliefs and preferences and legal and organisational requirements.
- The Client's immediate environment is restored to a comfortable and clean condition.
- Where the worker has responsibility for cleaning waste containers, these are cleaned in a hygienic manner and returned to the appropriate storage location.
- Changes in the Client's body waste, breakdowns in disposal procedures or spillages are reported to the appropriate person.

- Any spillages are cleaned thoroughly using equipment and materials appropriate to that spillage and without delay.
- Hands are effectively washed after disposing of body waste.

STANDARDS FOR PRACTICAL SUPPORT

Cleaning

The task of cleaning covers a wide range of activity within the home. Some tasks need to be performed frequently in order to maintain basic hygiene whilst others will be performed only occasionally according to time available e.g. cleaning cookers. Once basic hygiene has been maintained, the Client will normally determine their own priorities within the time allocated. These would usually be those tasks which the Client, due to incapacity, would find most difficult to undertake, e.g. vacuuming, cleaning floors, etc.

The standards of cleanliness will vary enormously and it is important that the Client's choice of how they wish to live is respected. The availability of cleaning materials and equipment will also vary. Vacuum Cleaners and modern detergents are not always available. The minimum requirement is a broom, bucket, bleach, cleaning cloths and hot water. If the Client does not supply this basic equipment, cleaning cannot be undertaken.

Generally, Service Providers should not enter the Client's home without the Client being present although, in exceptional circumstances, such an arrangement can be made with written authority from the Client and the agreement of their Coordinator.

Only the rooms used by the Client are cleaned and where there is multi-occupancy, the Service Provider would be expected to take the Client's turn cleaning rooms that are shared. This is also the case where the Client lives in a flat and is expected to clean the landing or staircase outside.

All cleaning equipment should be put away when the Service Provider has completed the tasks and mops and cloths should be rinsed and left to dry to avoid unpleasant smells. Where the Client has limited sight, it is particularly essential that everything is returned to its original place.

Cleaning tasks may include any of the following:

- Cleaning bath, basin and toilet. Baths should be cleaned periodically even if the Client does not use it regularly. Where there are raised toilet seats or bath aids, it is important to clean these. Bathroom and toilet floors should be cleaned thoroughly taking care not to leave the floor wet, as this can be dangerous for the Client.
- Cleaning kitchen floors as above. Particular attention should be paid to the areas around the cooker and refrigerator as food can be dropped here, likewise, sinks and work surfaces. Rubbish bins will need to be cleaned thoroughly in order to ensure hygiene and reduce odour.
- Vacuuming floors including stairs. Light pieces of furniture and those with wheels should be moved. Heavy furniture should not be moved.
- Dusting and polishing. Floors should not be polished, as this can be dangerous.
- Cleaning cooker.
- Emptying, sorting and cleaning the inside of cupboards.
- Cleaning paintwork, e.g. doors, skirting boards (not usually walls).
- Cleaning interior windows and hanging curtains where it is safe to do so.
- Cleaning pet bowls and trays, cleaning and changing bird cages.
- Cleaning small patches of carpet, if stained.

- Washing cutlery, crockery, etc.

Laundering and Ironing

Usually a Service Provider will undertake laundry and/or ironing for the Client only. However, in exceptional circumstances, it may be appropriate for the Service Provider to undertake laundry and/or ironing for items not directly for use by the Client. In such cases, prior agreement between the Case Manager and the Client needs to be highlighted to the Contractor to prevent confusion and potential difficulties. In regard to laundry, the Case Manager and the Client will identify where the laundry is to be carried out, i.e. local launderette, Client's own washing machine, or hand washing in Client's home.

The Service Provider must:

- Identify and discuss with the Client the items to be laundered and/or ironed.
- Carefully follow the manufacturer's fabric care instructions as shown on each item.
- Record monies received from the Client if a launderette is to be used and provide the Client with a receipt for this money.
- Ensure that the instructions for use of machines and dryers in the launderette is are carried out to safeguard the Client's laundry.
- Ensure that they remain in the launderette throughout the whole procedure to safeguard the Client's laundry.
- Ensure that laundry and/or ironing is put away under the direction of the Client.
- Ensure that if the laundry is to be done in the Client's own washing machine, that they are familiar with the operation of the machine and that proper care is taken when using it.
- Ensure that if hand-washing is to be undertaken, that the sink area is left dry and clean after completion. All items washed must be placed in a safe drying area which will have previously been identified with the Client's agreement.
- Ensure that proper care is taken when setting up the iron and ironing table and appropriate temperature settings are used. Equipment must be put away safely after completion of task.

APPENDIX 1 - How to Use Life Plus Alayacare App – Set-up Instructions

HOW TO USE LIFE PLUS ALAYA CARE APP

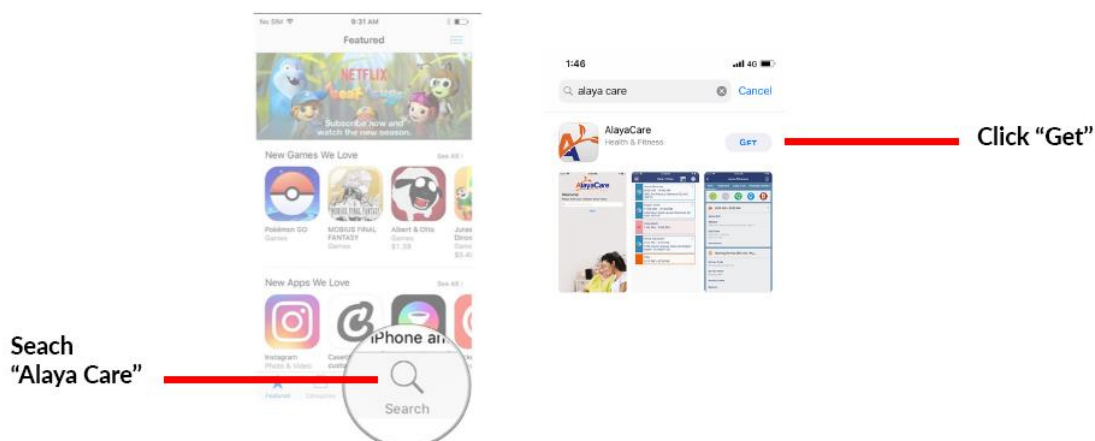
1

DOWNLOAD ALAYACARE APP |

Click on the Apple App store or Google Plus store



Search for AlayaCare app and download

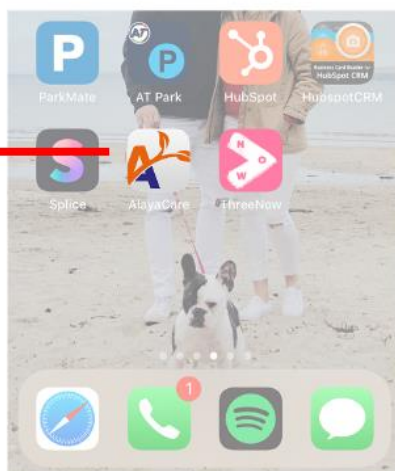


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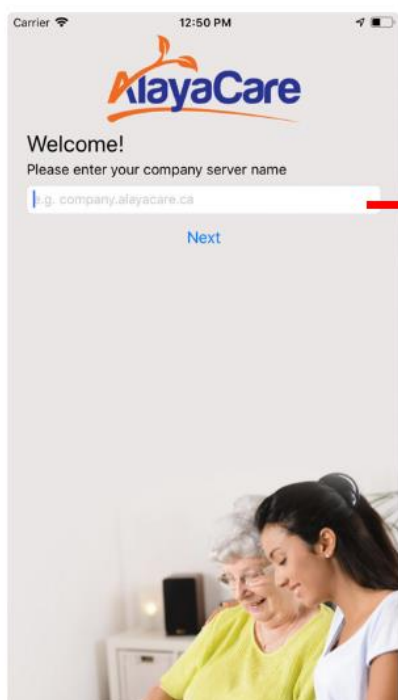
OPEN APP AND SIGN IN

Look for the AlayaCare icon in your apps, and tap to open.

Tap to open app



TIP: If you are having any issues logging in, double-check that you have the right server name entered for your organisation. If you do know your server name, please contact your system administrator.

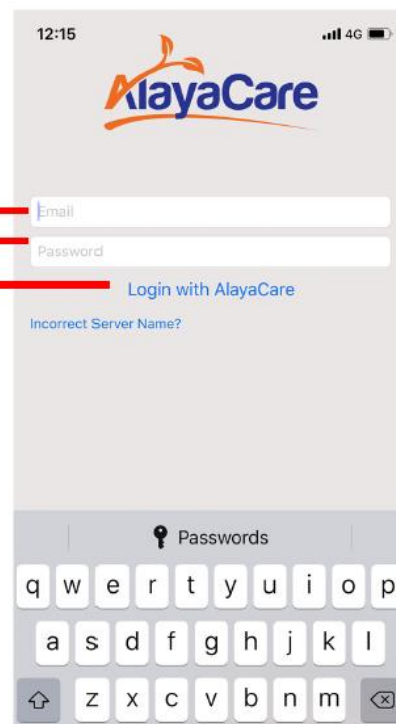


Enter the Life Plus server

Enter your username/email

Enter your assigned password

Click LOGIN

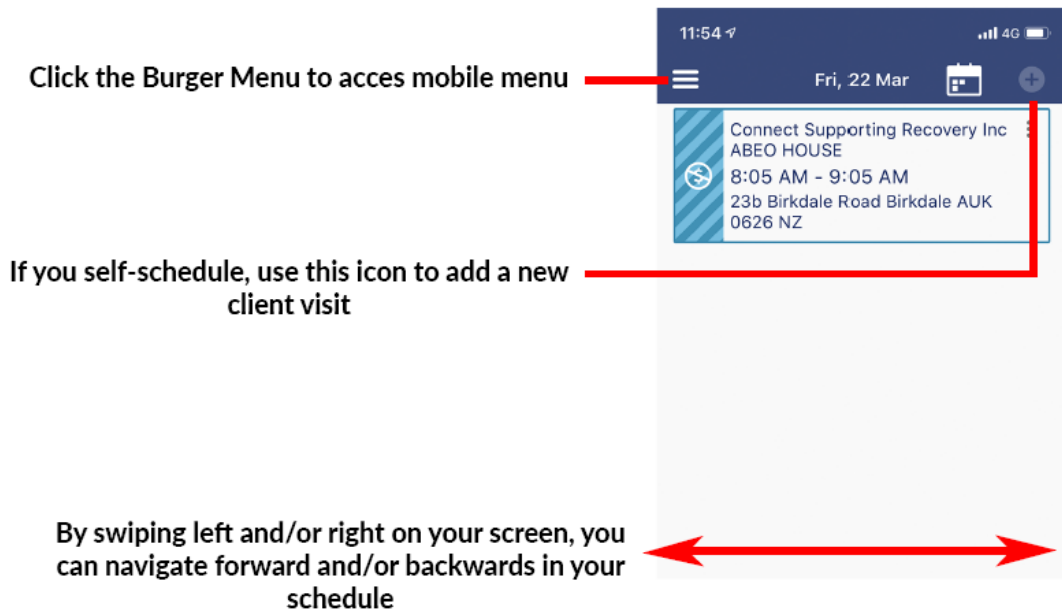


3

ACCESSING THE MENU & VIEWING SCHEDULE

When you log into the Care Worker Mobile App, by default it will open to your **schedule** for the day.

To access the main menu, select the “buger” menu in the top left-hand corner of the screen.



4

READING YOUR SCHEDULE












The schedule tiles display certain information intended to give you an overview of that visit/shift. To see more information regarding the visit/shift or client, click on the schedule tile.

	Nadda Ferrera 10:00 - 11:00 AM 120 Dundalk Dr Toronto ON M1P 4V9 CA Shower		Completed visit
			Service instructions

Service Instructions are added by the office and are intended to highlight important information such as time-specific visits/shifts or specific duties that should be completed during that visit.

If a visit has a \$ sign that means that is covered by an existing funding block. If the \$ sign is crossed out that means that the visit has exceeded the existing funding block.

The colours and icons that appear on your schedule indicate the status of that visit/shift.

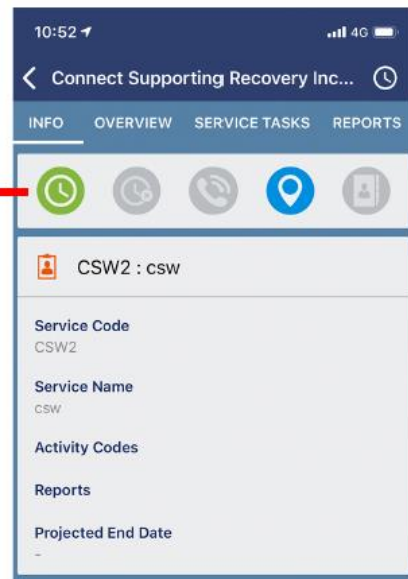
 	Gayatri Little 7:00 - 7:45 AM 28 Harrison Garden Blvd Toronto ON M2N 7B5 CA		Completed visit
	Nadda Ferrera 10:00 - 11:00 AM 120 Dundalk Dr Toronto ON M1P 4V9 CA		Today's visits and Upcoming visits
 	Gayatri Little 11:30 AM - 12:30 PM 28 Harrison Garden Blvd Toronto ON M2N 7B5 CA		Clocked-in visit
OFF	Unavailable 9:00 - 10:00 PM		Employee Unavailable
	Gayatri Little 7:00 - 7:45 AM 28 Harrison Garden Blvd Toronto ON M2N 7B5 CA		Future visit

5

CLOCKING IN

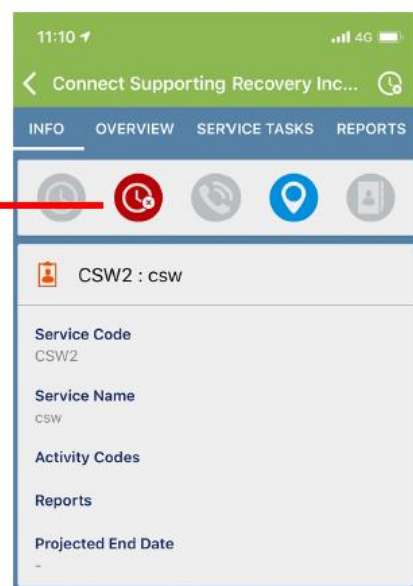
To clock in, within the [INFO] tab of your visit, click on the green clock icon.

Click on the green clock icon to clock in



Once you are clocked in to the visit, the bar on the top will turn green and the red clock icon will become active.

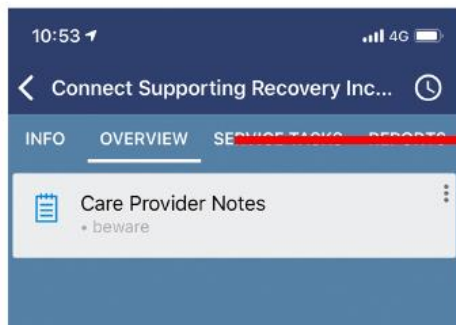
Click on the red clock icon to clock out



6

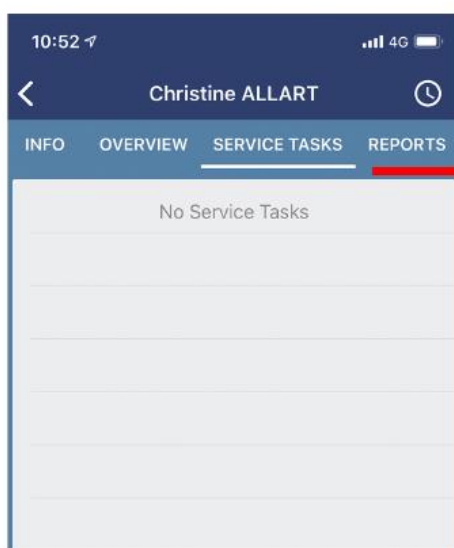
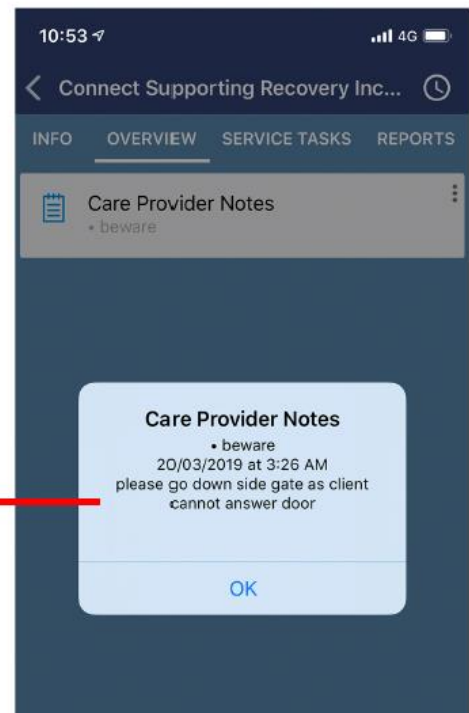
NAVIGATING CLIENTS TABS

View Clients information, Service Tasks and Reports by clicking through the tabs.



Client overview

Click on Care Provider Notes

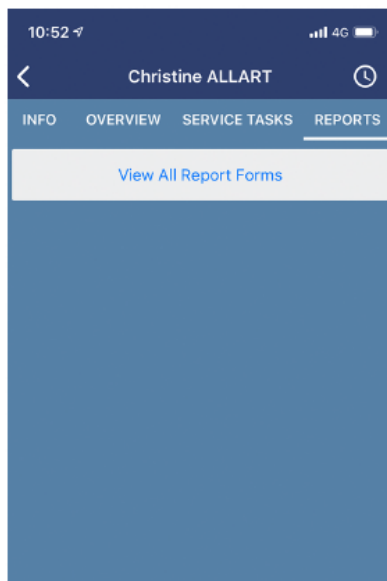


View Client Service Tasks

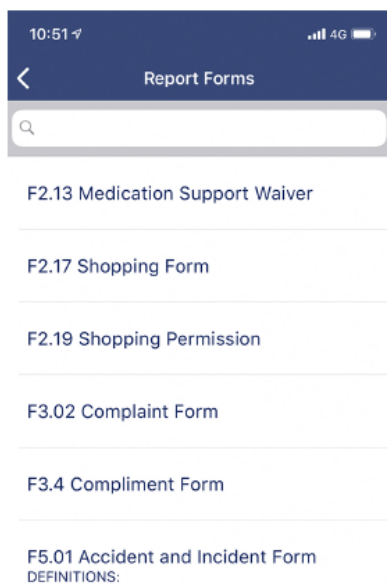
6

NAVIGATING CLIENTS TABS

View Clients information, Service Tasks and Reports by clicking through the tabs.



View Report forms

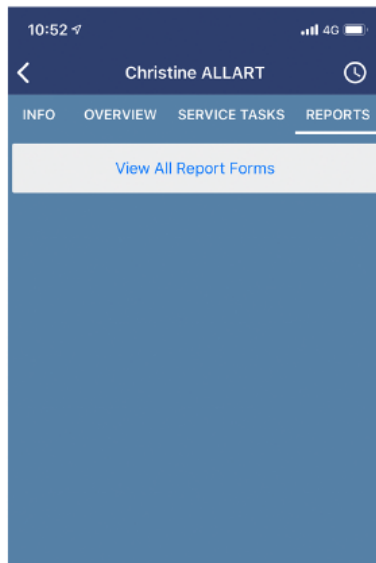


Click on Form to fill out

7

USING FORMS & SIGNING DOCUMENTS

View, fill out and sign forms under the reports tab.



View Forms



Click on Form to fill out

7

USING FORMS & SIGNING DOCUMENTS

View, fill out and sign forms under the reports tab.

1:35 4G

Cancel F4.1 Application for Leave Submit

As I am asking for annual holidays in advance, I agree that Life Plus can deduct any final pay to recover from me any overpayment of holiday pay that results from taking annual holidays in advance.

Indicate which type of leave you are requesting

If Bereavement Leave, Name and Relationship:

Indication of the date/s of intended leave of absence

First day off:

Last day off:

Next available day and date to work:

How many days/hours you are applying for:

Date to be paid (this must be a Thursday):

1:35 4G

Cancel Client Signature Submit

Please sign here.

Capture Signature

Apply for leave

Manually sign forms