

Diabetes Management

POLICY AND PROCEDURE

Purpose

The purpose of this policy and procedure is to outline the procedures of supporting and managing clients with Diabetes Type I and Diabetes Type II. It also details the development of a diabetes management plans for clients, who is involved in the plan and what level of training staff require to support a client with diabetes.

Subee Newlake is committed to safe and effective prescription, storage, transportation and administration of medication for clients that is consistent with legislation and regulations.

Definition

Diabetes

Diabetes is a disease that occurs when your blood glucose, also called blood sugar, is too high. Blood glucose is your main source of energy and comes from the food you eat. Insulin, a hormone made by the pancreas, helps glucose from food get into your cells to be used for energy.

Diabetes Type 1

.Diabetes Type 1 is a chronic condition where the body destroys the cells that produce insulin in the pancreas, it can occur at any age and requires the person to take insulin every day for the rest of their life using a syringe or insulin pen or by using an insulin pump.

Diabetes Type 2

Diabetes Type 2 is a complex disease where the

pancreas is not producing enough insulin, usually occurs in adults and most people with Type 2 will require medication to manage their diabetes and eventually some may need insulin.

Hypoglycaemia

It is sometimes called a “hypo” or a “low” and is a condition that occurs when a person’s blood glucose level (BGL) has dropped too low, e.g., **below 4mmol/L**. It is important to treat a hypo quickly to stop the BGL from falling even lower and the person becoming seriously unwell.

Hyperglycaemia

It means a high blood sugar level. This can develop over many hours or days. It is possible for the blood sugar level to be high without you realising. Many people do not experience the symptoms of hyperglycaemia until their blood sugar levels are extremely high. Although their blood contains too much sugar, they cannot tell unless they do a finger prick test.

Procedure

Diabetes Management Plan

Clients are supported to maintain their independence including managing their own medical conditions and medication in a safe and effective way.

Clients, and their representatives where appropriate, will be required to give consent for their health records to be shared with the relevant practitioner and they will be supported to be involved in the assessment and the development of the plan and reviews when conducted.

All clients with diabetes will have a Diabetes

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02 6651 3153 | www.subeenewlake.com.au
subee@subeenewlake.com.au



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Management Plan. The Plan will be developed and overseen by a health practitioner which can include a GP, Endocrinologist or a Diabetes Educator.

No Support Workers will administer insulin.

Subcutaneous Insulin injections will only be administered by a registered nurse or Endorsed Enrolled Nurse (EEN). The plan will identify how risks, incident and emergencies will be managed, including actions and escalations to ensure client wellbeing.

The Plan will direct support workers to guide their practice and to provide best practice support.

Clients will be assessed by the relevant health practitioner to determine their ability to self-administer medication including the use of an insulin pen, undertake BGL levels, participate in meal management as minimisation of hyperglycemia and/or hypoglycemia. If necessary, clients will be supported by their representative and Subee Newlake staff in this process.

The plan will be reviewed every 12 months or sooner if changes occur. It will be evaluated by the relevant health practitioner, revised and dated to reflect current practice. A copy will always be in the Clients Support Plan folder.

Medication storage, management and administration will be done in line with Subee Newlake *Medication Management Policy and Procedures*.

Support Worker Responsibilities and Capabilities

All staff working with clients who require support to manage their diabetes will be required to complete training to specific needs of the support plan.

Subee Newlake Support Worker supporting clients with diabetes will be trained specifically around the requirements each client needs to manage their diabetes, including the type and method of support and the high intensity support descriptors for managing diabetes which includes a basic understanding of:

- Diabetes, Types 1 and 2
- factors that can affect Blood Glucose Levels (BGL)
- common complications and sources of expertise e.g. podiatrist.
- Hypoglycemia and Hyperglycemia Action Plans

Subee Newlake Registered Nurses and Endorsed Enrolled Nurses will be trained specifically around

- methods of managing insulin levels including different types of insulin (fast/slow release)
- variables that affect insulin delivery such as timing, site selection and rotation, common symptoms and risks of low or unstable blood sugar levels and related responses

Subee Newlake will support their workers and others

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involved in providing supports to:

- support a person to implement their diabetes management plan and identify and respond to hypoglycaemic episodes
- monitor and record BGLs;
- follow procedures to calculate dose requirements and administer medication.

Subee Newlake will assess Support Workers to determine their competence to provide support to people living with diabetes. Registered Nurses and Enrolled Nurses helping with medication will be properly trained and assessed to be competent to do so.

Subee Newlake will determine continued compliance with minimum requirements for education, ongoing professional development in coordination with the Subee Newlakes Registered Nurses (clinical advisors) for further management.

Competence will be based on a combination of accredited education, suitable education from best practice providers, on the job training and experience.

The Altura eLearning module: Everyday Care is specifically designed for support workers working with people who have diabetes.

Support Worker training is recorded on TRACK and a training competency register is maintained with review dates.

Emergency identification and management

Hyperglycemic and Hypoglycemia Action Plans are in

clients with Diabetes Support Plan and should be followed. Support workers are to identify and manage risks.

If risks are identified, Support Workers will notify Service coordinators and Registered Nurse to ensure any follow up actions required are implemented, including engaging with relevant health practitioners for advice and/or to arrange reviews of health or diabetes management plans.

Support Workers must use their knowledge and experience with First Aid to activate a response in an emergency. At all times the safety and wellbeing of the client is the primary action.

As soon as practical the Service coordinator or registered nurse, during regular business hours, or Emergency After Hours if outside regular business hours, should be contact to advise of emergency incident occurrence. The Service Coordinator, RN or Emergency After Hours will provide support as well as arrange for additional Support Workers that may be required, such as when a client needs to go to the Emergency Department.

Responsibility and Authority

The Operational Manager has responsibility and authority to ensure this Policy is followed.

The Subee Newlake registered nurses are responsible for enforcing the necessary training competencies.

All employees are responsible for knowing and following this Policy and Procedure.

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Employees have a duty of care to clients under the mentioned acts and standards as well as under state and federal law.

Relevant Standards

National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018.

Module 1: High Intensity Daily Personal Activities

New Aged Care Standards

Australian Community Industry Standards (ACIS) 2018

Relevant Documents

P- Medication Policy and Procedure

P- Subcutaneous Injection Policy and Procedure

PR- Subcutaneous Injection 101

PR- Hypoglycaemia Action Plan 103

PR- Hyperglycaemic Action Plan 104

Helpful Resources

Altura LMS Module:

Diabetes: Everyday Care

Diabetes Australia

<https://www.diabetesaustralia.com.au/>

Nutrition Australia:

<http://www.nutritionaustralia.org/national/resource/nutrition-and-older-adults>

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