

## Quality diabetes care support by disability organisations

There are many clients/customers of disability support agencies that have diabetes and they require individualised advice to personalise the management of this condition. Considerable support can be required from disability support workers when a person can't manage their own diabetes, but diabetes support is not covered in disability training.

### EdHealth's got you covered ...

EdHealth Australia, a NDIS provider of community nursing services, passed verification in May this year to continue to provide NDIS eligible services in all states and territories, except WA and NT. NDIS participants and their disability support organisations can access the assistance of EdHealth Australia's NDIS reimbursable services to deliver quality diabetes support to clients/customers with all types of diabetes.

### Does NDIS pay for disability support workers to receive diabetes training?

**YES!** NDIS will pay for a Community Nurse to train disability support workers of people with diabetes to support the person to manage their diabetes (if required because their disability impacts on their ability to self-care.)

EdHealth Australia's Diabetes Care in the Community online training program can be purchased with NDIS funding. Credentialed Diabetes Educator and Registered Nurse, Jayne Lehmann, is registered as a Community Nurse with the NDIS and has created this program to address the needs of the individual, including the administration of insulin and other injectable diabetes medications by disability support workers.

### Can disability support workers give insulin and non-insulin injections?

**YES!** Disability organisations can delegate the administration of insulin by their disability support workers if:

- The doctor, NDIS participant/Nominee and disability support organisation nominee confirms with the signing of a form to record their approval for disability support workers to be trained to administer an individual's insulin.
- The disability support organisation puts in place a quality and safety framework for the delivery of quality diabetes care support and injectable diabetes medications by disability support workers.
- Disability support workers successfully complete a comprehensive diabetes training program, including evaluation of their knowledge and skills by a health professional.
- Clients/customers with diabetes have an individualised Diabetes Management Plan written by a health professional, to guide the support to be provided by disability support staff.

## Does it make a difference if the person has sliding scale insulin?

There are two levels of medication responsibility to consider, depending on the way the insulin dose is ordered by the doctor:

**Level 1:** Administration of a **standard dose of medication that is the same each time** it is administered, no matter what the blood glucose levels is e.g. injectable GLP1inhibitor or a stated dose of insulin.

**Level 2:** Administration of a **dose that changes, depending on the level of the blood glucose level just before the dose of insulin is due to be administered** (a 'sliding scale' or 'prn' insulin order). This applies where calculation and measurement of the dose is required.

Level 2 medication administration, requires disability support workers to have additional training and clinical reporting and oversight arrangements to be in place so the calculation and measurement of the dose is checked by a health practitioner (doctor or Registered Nurse or Credentialed Diabetes Educator) before it is administered. You do not need a Registered Nurse to be physically present to check the dose, however the process of review does need to be designed by a health practitioner and documented in a Medication Administration Plan.

## Can EdHealth Australia provide a Level 2 Medication Administration Plan?

**Yes!** EdHealth Australia's Diabetes Management Plan (see below) includes a Medication Administration Plan if required. Sliding scale insulin is not recommended for people with diabetes long term and the individual may be able to have their dose standardised to a set dose by the doctor, making it a level 1 responsibility and safer for the individual.

## What other diabetes care support can be provided via NDIS?

NDIS did not initially cover diabetes support because they believed it was the responsibility of the healthcare system. State and territory Health Ministers announced the provision of additional diabetes support funding from the NDIS would be covered for those participants unable to self-care due to their disability.

Two additional NDIS diabetes support funding options are available from 1<sup>st</sup> October 2019:

- The development of a Diabetic Management Plan
- Daily maintenance and care associated with diabetic management plan (where participant is unable to self-manage due to their disability).

## Can EdHealth Australia write individualised Diabetes Management Plans for NDIS participants?

**Yes!** Jayne Lehmann works with NDIS clients and their disability support services to create an easy to read and implement, individualised Diabetes Management Plan. The document outlines the diabetes support and care required by the NDIS participant, to manage their diabetes using a person-centred approach. This strategy will help to keep the person's diabetes care on track by setting the benchmark for, and a plan to achieve, the delivery of quality diabetes care to NDIS participants.

Jayne has extensive experience from working with people with diabetes for the last 33 years. Jayne has combined this with her knowledge of the disability sector, gained from the care and support she has provided to her 25 year old daughter, who has an intellectual disability. Jayne has developed specialised services for people with a disability over the past ten years and is widely acknowledged for being an Australian expert in this field.