

## 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 their 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 ...

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 right across Australia.

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

**YES!** NDIS will pay for a Clinical Nurse Consultant to train disability support workers of people with diabetes to support the person to manage their diabetes (if required due to their disability impacting 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, 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 administration of insulin to 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 creates a quality and safety framework for the delivery of quality diabetes care support and injectable diabetes medications by 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 insulin or GLP1 inhibitor. It is the same each time** it's administered, no matter what the blood glucose levels (BGLs) and support workers can undergo training to administer insulin in this category.

**Level 2:** Administration of a **dose that changes, depending on the level of the BGL just before the dose of insulin is to be administered** (a 'sliding scale'). A calculation and measurement of the dose is required, making it a more complex task.

## How do we support people with a Level 2 Medication Administration Plan?

**The easiest way** is to ask/support the client to see their doctor for a review of their insulin management. Sliding scale insulin is not best practice and frequently causes unstable levels, increasing risk for low and high BGLs. Ask the doctor to change to set doses. It is safer for the person AND will make their insulin management a Level 1 medication responsibility.

**If this isn't possible**, 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 before it is administered. There is confusion about NDIA requirements for Level 2 administration and clarification has been requested by EdHealth Australia regarding the need for a Registered Nurse to be physically present to check sliding scale dose with a support worker or if a process can be designed by a health practitioner to check the dose by another support worker. [Click here for information.](#)

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

State and territory Health Ministers announced the provision of additional diabetes support funding from the NDIS for those participants unable to self-care due to their disability.

Two additional NDIS diabetes support funding options have been available since 1/10/2019.

- 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 provide a Diabetes Management Plan 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 clinical experience working with people with diabetes for 35 years and lived experience caring and advocating for her daughter Sarah, who lived with Dravet Syndrome and significant intellectual disability, for 25 years. Jayne has developed specialised services for people with an intellectual disability over the past ten years and is widely acknowledged as an Australian expert and innovator in this field of healthcare and disability support.