



Mealtime Management Policy and Pro

Purpose and Scope

This policy and procedure sets out Invicta Care system for identifying, responding to, managing and implementing mealtime management for participants with dysphagia, swallowing difficulties or other mealtime requirements.

It applies to all Invicta Care staff and meets relevant legislation, regulations and Standards as set out in Schedule 1, Legislative References.

Mealtime management plan should be implemented in accordance with NDIS Practice Standards, and the participant's mealtime plan as developed by the appropriate health professional.

Failure to comply with the incident management requirements of the NDIS legislation and rules may lead to the NDIS Commissioner taking compliance and enforcement action against Invicta Care.

Applicable NDIS Standard

Mealtime Management

Outcome

- Each participant requiring mealtime management receives meals that are nutritious, and of a texture that is appropriate to their individual needs, and appropriately planned, and prepared in an environment and manner that meets their individual needs and preferences, and delivered in a way that is appropriate to their individual needs and ensures that the meals are enjoyable.

Indicators

- Providers identify each participant requiring mealtime management.
- Each participant requiring mealtime management has their individual mealtime management needs assessed by appropriately qualified health practitioners, including by practitioners.
- Procedures are in place for workers to prepare and provide texture-modified foods and fluids in accordance with mealtime management plans for participants and to check that meals for participants are of the correct texture, as identified in the plans.
- Meals that may be provided to participants requiring mealtime management are stored safely and in accordance with health standards, can be easily identified as meals to be provided to particular participants and can be differentiated from meals not to be provided to particular participants.
- Access to appropriate supports: Each participant can access supports appropriate for their needs
- Safe environment for supports: Each participant can access supports in a safe environment which is appropriate for their needs
- Risk Management: Risks to participants are identified and managed.
- Quality Management: Each participant benefits from a quality management system relevant and proportionate to the size and scale of the provider, which promotes continuous improvement of support delivery.
- Information Management: Each participant's information is managed to ensure that it is identifiable, accurately recorded, current and confidential.
- Each participant's information is easily accessible to the participant and appropriately utilised by relevant workers.
- Incident Management: Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledged, respond to, well-managed and learned from.
- Human Resource Management: Each participant's support needs are met by workers who are competent to carry out their role and have the relevant expertise, experience and qualifications to provide supports.

POLICY

Invicta Care understands their duty to comply with the NDIS Code of Conduct when providing supports or services to NDIS participants with dysphagia or swallowing difficulties. Invicta Care has a policy in place to ensure participants requiring mealtime management are identified and responded to, receive supports and services in a safe and competent manner with care and skill and are committed to promptly take steps to raise and act on concerns that might impact the quality and safety of supports provided to their participants.

PROCEDURE

Participants and plan

Invicta Care has a system in place that begins with identifying participants that require mealtime management. Each participant requiring mealtime management has their individual mealtime management needs assessed by appropriately qualified health practitioners, including by practitioners:

- undertaking comprehensive assessments of their nutrition and swallowing; and
- assessing their seating and positioning requirements for eating and drinking; and
- providing mealtime management plans which outline their mealtime management needs, including for swallowing, eating and drinking; and
- reviewing assessments and plans annually or in accordance with the professional advice of the participant's practitioner, or more frequently if needs change or difficulty is observed.

With their consent, each participant requiring mealtime management is involved in the assessment and development of their mealtime management plans.

Mealtime management plans for participants are available where mealtime management is provided to them and are easily accessible to workers providing mealtime management to them.

Effective planning is in place to develop menus with each participant requiring mealtime management to support them to:

- be provided with nutritious meals that would reasonably be expected to be enjoyable, reflecting their preferences, their informed choice and any recommendations by an appropriately qualified health practitioner that are reflected in their mealtime management plan; and
- if they have chronic health risks (such as swallowing difficulties, diabetes, anaphylaxis, food allergies, obesity or being underweight)—proactively manage those risks.

Meals that may be provided to participants requiring mealtime management are stored safely and in accordance with health standards, can be easily identified as meals to be provided to particular participants and can be differentiated from meals not to be provided to particular participants.

Staff

Each worker responsible for providing mealtime management to participants understands the mealtime management needs of those participants and the steps to take if safety incidents occur during meals, such as coughing or choking on food or fluids.

Each worker responsible for providing mealtime management to participants is trained in preparing and providing safe meals with participants that would reasonably be expected to be enjoyable and proactively managing emerging and chronic health risks related to mealtime difficulties, including how to seek help to manage such risks.

Staff will be continuously trained to improve their knowledge and skills to support participants who may have dysphagia. They will be trained and assessed on their ability to identify and respond to early symptoms of dysphagia and how to support the person to have safe and enjoyable meals. This includes implementing plans, recommendations for swallowing safely and monitoring. This training will also extend to knowing participant's plans and associated risks, how to prepare the meals safely in accordance with the plan and health standards, as well as handling and storage. Knowledge of risk management and incident management is fundamental to ensuring participant safety and wellbeing. Staff will be trained on how to respond to a participant in the case of choking, including when to contact ambulance.

Procedures are in place for workers to prepare and provide texture-modified foods and fluids in accordance with mealtime management plans for participants and to check that meals for participants are of the correct texture, as identified in the plans. On-going training will be implemented to ensure staff are knowledgeable and competent in delivering, preparing, handling and storage mealtime plans.

MONITORING AND REVIEW

Mealtime management plans need to be reviewed regularly. You should support a participant with dysphagia to arrange this. The speech pathologist who develops a mealtime management plan will include how often it should be reviewed, and may specify the circumstances in which you should request a review. Ensure medications are regularly reviewed. You should support a participant with dysphagia to have their medications regularly reviewed by a GP, the prescribing medical practitioner, or a pharmacist to assess whether the medications may affect their swallowing.

This Policy and Procedure will be reviewed at least annually by the Director or when needed. Reviews will incorporate staff, participant and other stakeholder feedback.

Invicta Care feedback collection mechanisms, such as participant satisfaction surveys, will assess:

- participant awareness of their rights and the extent to which they feel able and supported to exercise them;
- participant satisfaction with Invicta Care complaints processes; and
- the extent to which participants feel safe and protected in their dealings with Invicta Care.

Invicta Care Continuous Improvement Register will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Invicta Care service planning and delivery processes.

