# EMERGENCIES PROTOCOLS

## Emergency Procedures

1. Meditech staff members are only responsible for providing assistance within their own level of expertise. They are not expected to provide active assistance that they are not trained or employed to do.
2. If upon arrival at the residence, the service user does not answer the door and this is out of character, attempt to contact the person, by trying other doors or knocking on windows, check with neighbours and/or family. If unsuccessful, notify the coordinator or manager.
3. In the case of an emergency, (for example if a service user becomes ill), medical advice and /or assistance should be sought immediately by the service user or the staff members.
4. Assess whether the service user is injured or ill e.g. ask them how they are? Are they able to move their limbs? Do they have any pain?
5. Make the person comfortable by placing a pillow or towel under their head and cover with a blanket if they are cold. Do not give them fluid or food. In general observe the persons condition.
6. Stay with the person until assistance or the ambulance arrives. Notify the coordinator or manager, family, doctor.
7. Following a fall, a service user may be:

* Unconscious or seriously injured and requiring emergency care. Dial 000 for an ambulance.
* Uninjured but unable to get themselves off the floor. A hoist should be used in this instance if available. If not, call an ambulance.
* Mobile enough to get themselves off the floor with minimal assistance or verbal instructions.
* If someone falls on the floor, under no circumstances should Meditech staff members attempt to manually lift the person from the floor.

1. If there is no apparent injury and the person is able to help themselves, the Meditech staff members can position a chair to assist. The Meditech staff members must always notify the coordinator or manager of any changes in the person’s condition as soon as possible
2. If ANY incident of an emergency nature occurs the staff members must always inform the coordinator or manager. The coordinator or manager must make a note in the person's file describing the incident, the action taken and outcome, the people notified.
3. Staff members are advised to always ring an ambulance if in doubt. If the person goes to hospital the staff member is required to lock up the house for the service user.

## Managing Specific Risks

| **Situation** | **Control Measures** |
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| Injury to service user during delivery of service | Each staff member is provided with emergency contact information in their work schedule and advised of these prior to service delivery. They are advised in their induction and within staff induction handbook that all incidents are to be reported appropriately to the coordinator or manager and managed in a way that is responsive to the circumstances of the incident, and taking into account the rights of those involved.  If injury occurs then staff members have been advised to contact the emergency contact person in the first instance for advice. After seeking advice and approval the staff members may if required assist with first aid (if they are in possession of first aid certificate), and then follow emergency instructions.  All information is recorded on an incident report and forwarded to coordinator or manager within 24 hours of the incident occurring.  Staff members are only responsible for providing assistance within their own level of expertise and not expected to provide active assistance if they are not trained or employed to do so. |
| Service user absconds from staff member during social support outing | Staff members are advised via work schedule and person-centred plans if service user has tendency to abscond.  Staff members are made aware of risk management plans on a case by case basis where risk has been identified.  Risk assessments are discussed with relevant parties or referring bodies who have been involved in conducting assessments prior to service commencing.  Only fully trained or competent staff members are assigned to service users with challenging behaviours.  If incident of service user absconding occurs then staff members must contact the emergency contact immediately and also notify coordinator or manager. Emergency services are contacted if there is risk of danger. Staff members are required to manage risks as per behaviour support plans.  An incident report is required to be completed and forwarded to coordinator or manager within 24 hours. Staff members have the option to provide recommendations on the incident report to assist with prevention methods for the future. |
| Service user appears not to be home or is not answering the door when the staff member arrives | If upon arrival at the residence, the service user does not answer the door and this is out of character, the staff members is advised to attempt to contact the person, by trying other doors and/or knocking on windows, check with neighbours and/or family. If unsuccessful, staff members are required to notify the coordinator or manager, and/or contact the police. |
| Staff member error in prompting for medication | Meditech’s policy is that if the need for assistance with medication is identified, it is the responsibility of the coordinator or manager to discuss the medication requirements with the service user and/or family members and other relevant people as required, e.g. pharmacist, community nurse or general practitioner. A decision concerning the appropriateness of the medication request is then made.  Staff members are advised that decision-making depends on the ability of the person to self-administer or direct medication administration and the medications prescribed.  Requests for assistance may include:   * + a person with a physical disability requiring assistance to remove the medication from a container;   + to bring medication to their mouth;   + persons with dementia requiring supervision to ensure they are taking required medication;   + persons requiring medication via a gastrostomy tube during a respite service;   + Persons requiring prompting to self-administer.   In the first instance, the role of the Meditech staff members in the administration of medication is primarily:   * To assist the person in the administration of oral medication where the service user self-administers or retains responsibility for directing the staff members on the appropriateness of the medication required at the time.   The assistance provided by staff members regarding medications is such that it can reasonably and confidently be provided to the service user, without endangering the well-being of the person. It should fall within what is reasonable for the staff member (who has a "duty of care" under common law) to ensure the supported person’s safety and proper use of medication.  If any error in medication occurs then staff members are required to seek medical advice immediately or to call for an ambulance if unsure. Emergency contact information will be listed on their work schedule. If assistance with medication is required for a service user then instructions will be provided with the work schedule, along with further information. |
| Service user is found to have an injury when the staff member arrives | In the case of an emergency, where the service user has an injury, becomes ill, medical advice and /or assistance are to be sought immediately by the staff members.  The staff members are advised during induction that if an emergency occurs they are to assess whether the service user is actually injured or ill by asking for example how they are feeling; are they able to move their limbs; do they have any pain?  The staff member is then advised to contact their coordinator or manager and at the same time make the person comfortable by placing a pillow or towel under their head and cover with a blanket if they are cold. In general the staff member is required to observe the person’s condition and stay with them until assistance or the ambulance arrives.  Instructions for staff is as follows:   * Unconscious or seriously injured and requiring emergency care. Dial 000 for an ambulance.   + Uninjured but unable to get themselves off the floor. A hoist should be used in this instance if available. If not, call an ambulance.   + Mobile enough to get themselves off the floor with minimal assistance or verbal instructions.   + If someone falls on the floor, staff members are advised under no circumstances should they attempt to manually lift the person from the floor.   If any incident of an emergency nature occurs staff members are required to always inform their coordinator or manager. The coordinator or manager will make a note in the person's file describing the incident, the action taken and outcome, the people notified.  Staff members are advised to always ring an ambulance if in doubt. If the service user goes to hospital the staff member will lock up the house for service user. In all cases staff members are required to complete an incident report. |
| Non-attendance of staff member to service user service | Meditech expects a high standard of punctuality and attendance from all employees in order to ensure provision of a consistent quality service. If, for any reason a staff member is unable to attend work then they are required to contact their coordinator or manager or the On-Call number no later than 5 hours before the commencement of their shift. If staff members are running late to commence their shift, they must contact their coordinator or manager immediately, or arrange cover for the assigned service. |