



# SUPPORTING CLIENTS WITH MEDICAL CONDITIONS POLICY & PROCEDURES

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- 3.2. Jigsaw is an inclusive community that aims to support and welcome clients with medical conditions.
- 3.3. Jigsaw aims to provide all clients with all medical conditions the same opportunities.
- 3.4. Jigsaw aims to ensure that:
  - all staff are aware of their duty of care to clients in the event of an emergency and know what to do in an emergency
  - all staff understand the common medical conditions that affect clients
  - staff receive training on the impact medical conditions can have on clients
- 3.5. Jigsaw understands that certain medical conditions are serious and can be potentially life threatening, particularly if ill managed or misunderstood
- 3.6. Jigsaw understands the importance of medication being taken as prescribed

## 4 SCOPE

- 4.1. This policy and procedures applies to all adult clients of Jigsaw and the staff that support them.

## 5 POLICY FRAMEWORK

- 5.1. These points provide the essential framework of Jigsaw's medical conditions policy:
  - Jigsaw is an inclusive community that aims to support and welcome clients with medical conditions.
  - Jigsaw's medical conditions policy is drawn up in consultation with a range of local key stakeholders within both the education and health settings.
  - The medical conditions policy is supported by a clear communication plan for staff, parents and other key stakeholders to ensure its full implementation.
  - Staff understand what to do in an emergency for the most common serious medical conditions at Jigsaw.
  - All staff understand and are trained in Jigsaw's general emergency procedures. Jigsaw has clear guidance on the administration of medication at Jigsaw+.
  - Jigsaw has clear guidance on the storage of medication at Jigsaw+.
  - Jigsaw has clear guidance about record keeping.

- Jigsaw aims for the environment to be inclusive and favourable to clients with medical conditions – within reasonable adjustment. This includes the physical environment, as well as social, sporting and educational activities.
- Jigsaw is aware of the common triggers that can make common medical conditions worse or can bring on an emergency. Jigsaw is working towards reducing or eliminating these health and safety risks.
- Each member of Jigsaw and the health community (doctors, hospitals, therapists, etc) knows their roles and responsibilities in maintaining and implementing an effective medical conditions policy.
- This policy is regularly reviewed, evaluated and updated where necessary. Reviews will take place at least annually.

## 6 POLICY

6.1. Jigsaw is an inclusive community that aims to support and welcome clients with medical conditions because:

- Jigsaw understands that it has a responsibility to make Jigsaw welcoming and supportive to clients with medical conditions who currently attend and to those who may enrol in the future
- Jigsaw aims to provide anyone with diagnosed medical conditions the same opportunities as others at Jigsaw
- clients with medical conditions are encouraged to take control of their condition. We aim for clients to feel confident in the support they receive from Jigsaw to help them do this
- Jigsaw aims to include all clients with medical conditions in all activities
- parents/carers of clients with medical conditions feel secure in the care that clients receive at Jigsaw
- Jigsaw ensures all staff understand their duty of care to clients in the event of an emergency
- Jigsaw understands that certain medical conditions are serious and can be potentially life threatening, particularly if ill managed or misunderstood
- all staff understand the common medical conditions that affect clients at Jigsaw and receive training on the impact this can have on clients
- the medical conditions policy is understood and supported by Jigsaw and the local health community

## **7 INTEGRATED PROCEDURES**

### **7.1. Care Plans**

- 7.1.1. Where a client has a care plan, Jigsaw will ensure that the relevant sections are incorporated into the Client Profile, as part of the initial assessment and ongoing review.
- 7.1.2. The Client Profile is reviewed and updated continually and will be formally reviewed with reference to the client's care plan during the annual review process.

### **7.2. Medication**

- 7.2.1. See separate Medication Policy and Medication Procedures.

### **7.3. Emergencies**

- 7.3.1. Medical emergencies will be dealt with according to the Client Profile.
- 7.3.2. Where appropriate clients will be informed in general terms of what to do in an emergency such as telling a member of staff.
- 7.3.3. If a client needs to be taken to hospital, a member of staff will remain with that client until their primary carer or other representative arrives. Staff should only take clients to hospital in a private car as a last resort.

### **7.4. Avoiding unacceptable practice**

- 7.4.1. Jigsaw understands that the following behaviour is unacceptable:
  - assuming that all clients with the same condition require the same treatment
  - preventing a client from accessing their inhalers and/or medication and administering it when and where necessary
  - ignoring the views of the client and/or their representative
  - ignoring medical evidence or opinion (although this may be challenged)
  - sending clients home frequently or preventing them from taking part in activities without cause
  - leaving the client unsupervised when they become ill
  - creating unnecessary barriers to clients accessing the Jigsaw curriculum
  - refusing to allow clients to eat, drink or use the toilet when they need to in order to manage their condition effectively

## **7.5. Insurance**

7.5.1. The insurance policy will cover the Adult Services operation as long as all are acting in accordance with policies and procedures. .

## **7.6. Complaints**

7.6.1. The details of how to make a complaint can be found in the Complaints Policy.

# **8 IMPLEMENTATION**

## **8.1. Distribution**

8.1.1. This policy and procedures will be made available to staff via the Jigsaw Intranet and to clients as part of the Client Handbook.

## **8.2. Training**

8.2.1. Staff will receive training on the Supporting Clients with Medical Conditions Policy as part of their induction.

8.2.2. Staff will receive regular and ongoing training as part of their development.

8.2.3. Staff who undertake responsibilities for delivering medical care under this policy will receive the following training from appropriately qualified persons:

- Use of auto-injector (epipen)
- Managing asthma
- Managing diabetes
- Managing epilepsy
- Other specific training as required

8.2.4. No staff member may administer prescription medicines or undertake any healthcare procedures without undergoing training specific to the responsibility.

8.2.5. No staff member may administer drugs by injection unless they have received training in this responsibility.

8.2.6. The Learning Support Manager will ensure that a record of training undertaken and a list of staff qualified to undertake responsibilities under this policy is maintained.

## **8.3. Roles & Responsibilities**

### **8.3.1. Heads of Divisions**

8.3.1.1. Heads of Divisions are responsible for:

- the overall implementation of the Supporting Clients with Medical Conditions Policy and its associated procedures
- ensuring that the Supporting Clients with Medical Conditions Policy, as written, does not discriminate on any grounds including: age, disability, gender, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity status, religion or believe, race or social & economic status
- handling complaints regarding this policy as outlined in Jigsaw's Complaints Policy
- ensuring that the relevant training, information and learning support materials regarding supporting clients with medical conditions are made available to members of staff with responsibilities under this policy

### **8.3.2. Learning Support Manager**

8.3.2.1. The Learning Support Manager is responsible for:

- the day-to-day implementation and management of the Supporting Clients with Medical Conditions Policy and its associated procedures
- ensuring the policy is developed effectively with partner agencies
- making staff aware of this policy
- liaising with healthcare professionals regarding the training required for staff
- ensuring staff that need to know are made aware of a client's medical condition
- ensuring a sufficient number of trained members of staff are available to implement the policy
- ensuring that all clients with medical conditions wherever possible are able to participate fully in all aspects of Jigsaw life
- supervising the completion of risk assessments relating to clients with medical conditions
- designating responsibility for key functions identified within this policy to specific members of staff, and making other staff aware of this
- ensuring that every effort is made to put appropriate arrangements in place within two weeks of being notified of a medical condition or of the client joining Jigsaw



### **8.3.3. Staff**

#### 8.3.3.1. Staff members are responsible for:

- taking appropriate steps to support clients with medical conditions
- where necessary, making reasonable adjustments to include clients with medical conditions in activities
- administering medication, if they have agreed to undertake that responsibility
- overseeing the administering of injections, if they have been trained and agreed to do so
- undertaking training to achieve the necessary competency for supporting clients with medical conditions, if they have agreed to undertake that responsibility
- familiarising themselves with procedures detailing how to respond when they become aware that a client with a medical condition needs help
- keeping written records of any and all medicines administered to individual clients and across Jigsaw population

### **8.3.4. Key Workers**

#### 8.3.4.1. Key workers are responsible for:

- developing and monitoring Client Profiles for their key client(s)
- communicating changes in medical conditions to other staff
- liaising with transport providers to ensure that suitable transport healthcare plans are developed for those clients

### **8.3.5. Clients and/or their Primary Carers**

#### 8.3.5.1. Clients/primary carers are responsible for:

- keeping Jigsaw informed about any changes to the client's health
- agreeing the Medication Profile
- providing Jigsaw with the medication the client requires and keeping it up to date

## 9 RELATED LEGISLATION & GUIDANCE

9.1.

We believe this policy relates to the following legislation:

- Medicines Act 1968
- Misuse of Drugs Act 1971
- Health and Safety Act 1974
- The NHS Act 2006
- Equality Act 2010

## 10 RELATED INTERNAL DOCUMENTATION

Document	Hard Copy Location	Electronic Copy Location
Medication Policy & Procedures		
Health & Safety Policy		
Equality & Diversity Policy		
Complaints Policy		
Admissions Policy		

## 11 APPENDICES

## 12 INTERIM AMENDMENTS

Section/Page	Amendment