



**Grampians Region HACC Program
Foot Care Program**

Sample Referral & Implementation Process — July 2014

HACC Community Support Worker (CSW) and client complete Foot Care Screening Tool and identify a problem/area of concern

Outcome 1: Client already seeing a podiatrist

Action: CSW gives completed Screening Tool to Assessor to make contact with the client and their podiatrist to report concerns (with client consent)

Outcome 2: Client not seeing a podiatrist but will self refer

Action: CSW reports to Assessor who contacts client to ensure they have a list of podiatrists. Assessor/CSW reviews in 1 month to check that client has made referral

Outcome 3: Client does not have a podiatrist and is happy for the personal care provider to make a referral to a podiatrist

Action: CSW gives completed Screening Tool to Assessor who contacts the client, provides the client with a list of podiatrists to choose from



Personal Care Provider refers client to relevant HACC/Private Podiatrist

Tools: SCTT tool (Consumer Information and Summary, Functional Assessment, Consent and Referral Tool) along with Agency Foot Care Screening Tool

Action: Send referral via ConnectingCare or secure referral system—monitor to see that referral has been accepted and Outcome of Assessment feedback has been received

Please Note:

Community Support Workers are allowed to apply cosmetic/ personal care products to clients body as part of the clients daily personal care routine—the application of these products must be noted on the clients care plan and does not require a health professional assessment. (Grampians Region Personal Care Protocol—Amendment 13/12/2010)

HACC Community Support Workers are required to complete the training Unit: CHCICS306B Provide basic foot skin and nail care before they can provide more specific foot care support. Where the client situation/task is complex or unstable client specific training (ie a non-transferable skill) is required for the CSW this must be undertaken prior to their delivering a service.

Podiatrist receives referral and prioritises according to urgency, makes an appointment with the client and seeks further information if required

Outcome 1: Client did not attend appointment—client contacted and chooses not to proceed.

Action: if client chooses not to proceed—Podiatrist completes Outcome of Assessment tool and sends to referring party via ConnectingCare or secure referral.

Outcome 2: Client would like a further appointment

Action: podiatrist organises another appointment



Podiatrist completes foot assessment and determines next step with client. If Podiatrist is HACC Funded they complete a Client Support (Care) Plan and give it to the client.

Outcome 1: Client does not require further podiatry intervention and needs no assistance to maintain own foot care.

Action: Podiatrist sends Outcome of Assessment tool to referring party via ConnectingCare or secure referral.

Outcome 2: Client needs ongoing assistance with foot care—this will be carried out by the podiatrist.

Action: Podiatrist sends the Outcome of Assessment tool to referring party via ConnectingCare or secure referral

Outcome 3: Client needs ongoing assistance with foot care but this care can be suitably provided by a CSW

Action: Podiatrist completes the Request for Personal Care: Foot Care tool and sends it to personal care provider via ConnectingCare or secure referral. Podiatrist then reviews client foot care as appropriate. **NB if this client was not referred by the personal care provider then the Request for Personal Care:Foot Care must be accompanied by a SCTT referral tool**

Action: Personal care provider implements the request for assistance and reports back as determined by podiatrist

Outcome 4: Client needs ongoing assistance that can be provided by a CSW BUT podiatrist believes that the CSW requires 'client specific training' prior to carrying out the task

Action: Podiatrist completes the Request for Personal Care, with an appointment date for CSW/client training and sends it to personal care provider via ConnectingCare or secure referral

Action: Personal care provider organises CSW to be available for the training (or contacts podiatrist/client to negotiate a different date). Personal care provider then implements the request for assistance and reports back as determined by the podiatrist