



**HACC Community Support Worker (CSW) and client identify a problem/ area of concern**

**Outcome 1:** Client already seeing a Continence Nurse/GP

**Action:** CSW discusses concern with the assessor who makes contact with the client and their Continence Nurse/GP to report concerns (with client consent)

**Outcome 2:** Client not seeing a Continence Nurse/ GP but will self refer

**Action:** CSW reports to assessor who contacts client to ensure they have a list of Continence Nurse. Situation to be reviewed in 1 month to check that client has made referral

**Outcome 3:** Client does not have a Continence Nurse and is happy for the assessor to make a referral to a Continence Nurse

**Action:** Assessor contacts the client, provides the client with a list of Continence Nurses to choose from and then makes the referral.

**Personal Care Provider refers client to relevant HACC Continence Nurse**

**Tools:** SCTT tool (Consumer Information and Summary, Functional Assessment, Consent and Referral 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

**Continence Nurse 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—Continence Nurse completes an Outcome of Assessment tool and sends to referring party via ConnectingCare or secure referral.

**Outcome 2:** Client attends appointment

**Action:** Continence Nurse assesses client and no ongoing support is required—Continence Nurse sends Outcome of Assessment tool to the referring party.

**Action:** Client requires an ongoing continence service and Continence Nurse will provide this. Continence Nurse sends Outcome of Assessment tool to the referring party

**Action:** Client would benefit from ongoing continence support from the personal care provider/CSW. Continence Nurse completes a Service Handover Plan-Personal Care Tasks tool and sends it to the personal care provider via secure referral system.

**Action:** Client would benefit from ongoing continence support from the personal care provider but identifies that the Community Support Worker will need client specific training. Continence Nurse sends Service Handover Plan-Personal Care Tasks and nominates some potential CSW training dates. Personal care provider manages training arrangements with CSW.

**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)**

**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.**