

**Care and Support Framework for Adults with a Learning
Disability and/or Autism across Bournemouth, Christchurch
and Poole**

2019-2024

Service Schedule Part 2 – Lot 2

Complex Health

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1.0 Introduction

- 1.1 This service schedule describes the needs of individuals that will be managed under Lot 2.
- 1.2 In addition it sets out the requirements for Lot 2 Providers.
- 1.3 Lot 2 Providers need to have past experience in supporting people with these needs.

2.0 Client Group

- 2.1 As per Section 4 of Service Schedule Part 1 – Overarching Service Specification.
- 2.2 Individuals requiring support in Lot 2 do require the specialist skills of a learning disability and/or autism provider to meet their care and support needs.
- 2.3 Consequently, they may present with a range of needs related to their learning disability and/or autism. They may also present requiring additional support relating to other long term conditions, poor mental health, or social needs, as might any member of the general population.
- 2.4 In addition, individuals within this Lot will present with at least one, or more of the following:
 - 2.4.1 Epilepsy - Individual has regular seizures requiring specialist support with the administration of rescue medication by care and support staff
 - 2.4.2 Diabetes – Individual requires specialist support throughout the day with monitoring of insulin/blood sugar levels by care and support staff
 - 2.4.3 Gastrointestinal - Individual requires specialist support to manage food and fluids by care and support staff
 - 2.4.4 Postural Care – Individual requires specialist support 24/7 with posture to manage pain, pressure care, joint contractures, respiratory infection by care and support staff
 - 2.4.5 Dementia – Individual requires specialist support due to late stage dementia/Alzheimer's disease
 - 2.4.6 End of Life Care – Individual requires additional specialist support to remain supported at home
 - 2.4.7 Individual has another complex health condition, requiring staff to have specialist training in order to be safely supported

3.0 Service Requirements

3.1 General Service Requirements

- 3.1.1 Lot 2 Providers must meet the requirements set out in Schedule 1 – Overarching Service Specification.

3.2 Lot 2 Specific Service Requirements

- 3.2.1 Staff will be trained and competent in recognising, responding, administering rescue medication and providing ongoing support for individuals with complex epilepsy.
- 3.2.2 All epilepsy training complies with the Joint Epilepsy Council's Training Standards.
- 3.2.3 Staff will be trained and competent in assessing, administering, recording and reporting the use of PRN medication to support medication management.
- 3.2.4 Staff will be trained and competent in supporting Individuals with diabetes to monitor blood sugar levels and support individuals who administer their own insulin medication to enable them to safely manage their condition effectively.
- 3.2.5 Staff will be trained and competent in supporting Individuals who are peg fed, or require active support when eating and/or drinking to avoid high risk of choking.
- 3.2.6 Staff will be trained and competent in supporting Individuals who require specialist postural care throughout the day and night.
- 3.2.7 Staff will be trained and competent in supporting Individuals with late stage dementia who require 24/7 support to be managed safely and effectively.
- 3.2.8 Staff will be trained and competent in supporting Individuals towards the end of life in regards to:
 - 3.2.8.1 Recognising pain and discomfort
 - 3.2.8.2 Managing symptoms, pain and medication
 - 3.2.8.3 Nutrition and hydration
 - 3.2.8.4 Supporting in development and implementation of End of Life Care Plans
- 3.2.9 Staff will be trained and competent in supporting Individuals who due to a secondary complex health condition require specialist support.
- 3.2.10 Managers will provide enhanced oversight to ensure quality of care meets additional needs.
- 3.2.11 Case note recordings for monitoring of health conditions will be of the highest standard.

- 3.2.12 Providers will have the appropriate policies and procedures in place and staff are aware, to ensure Individuals can be supported safely and effectively.