

## Summary of actions – Directions issued to Wynwood Nursing Home

- Revise the draft policies and procedures for diabetes management to ensure the content and instructions to staff are consistent; noting particular consistency is required in relation to the parameters for residents' blood glucose levels (BGL).
- Revise the draft policies and procedures in relation to sick day management. The sick day management instructions need to contain specific instructions on how to monitor an unwell diabetic resident, such as vital signs or testing the urine of a type 1 diabetic for ketones. Ensure the sick day management plan includes the requirement to consider other infections like urinary tract or skin infections as possible causes of a rise in BGL.
- Ensure the revised sick day management plan for each resident contains sufficient guidance for staff and is located where it can be found easily by staff when required.
- Revise the draft policies and procedures in relation to the creation of a diabetic management plan/BGL GP directive and clearly outline the assessment process used to create the interim diabetic management care plan.
- Revise the draft policies, procedures and flowcharts to ensure they align with best practice guidelines. For hypoglycaemia, include information on actions staff should take when the administration of food does not result in an increased BGL, and on the process for escalating when there is a clinical view that a care recipient may require transfer to an acute healthcare setting.
- Audit the effectiveness of staff education and training on diabetes management and related staff competency. Take remedial action where staff are not competent to act in accordance with your policies and procedures and provide evidence of your ongoing training, audit and competency program.
- Ensure that all current care recipients have been offered a residential agreement, and, if they wish, enter into such an agreement. Provide evidence of the relevant policies, procedures and audit processes that ensure this practice is ongoing.
- Provide evidence to the Commission regarding how the Approved Provider has addressed the actions detailed above