

Consumer Individual Pandemic Plan

POLICY

The objective of this policy is to ensure consumers are prepared and plans to meet their needs are addressed in the event of a pandemic outbreak.

PROCEDURES

Westmont Community Care will provide all consumers with information on how to protect themselves and where to get help, information, find warnings and updates in the event of a pandemic outbreak.

Westmont will encourage consumers to:

- Plan for their essential and non-essential care requirements
- Document their support network of people they know and trust for help if needed
- Have emergency phone numbers in an easily accessible location
- Plan for accessing daily needs in the event of lockdown or movement restrictions
- Prepare an emergency kit of essentials

Westmont will work with HCP and DVA Community Nursing consumers receiving clinical and personal care to document and implement their own Individual Pandemic Plan (IPP) to ensure their clinical needs are addressed and managed as effectively as possible in the event of a pandemic outbreak.

Westmont will document the consumer choices, contacts and information that is relevant to their clinical and personal care, including:

- The consumers essential and non-essential care requirements
- What if any, of the consumer services can be delivered remotely and how that will be facilitated
- What other services may help prevent clinical or health deterioration and how to access them
- A listing of the consumers immediate support network of family, carer and friend's names and contacts, who may be able to provide assistance in the event of a disruption to services
- How the consumer will access medications and/or consumable items during the pandemic
- Westmont Community Care contacts and phone listing
- Consumers General Practitioner, pharmacist, next of kin or other nominated contact person
- Pandemic National Helpline – e.g. National Coronavirus Helpline – 1800 020 080
- If the consumer is registered on the Vulnerable Persons Register (Victoria only)
- Westmont will refer to consumer Individual Emergency Plans (IEP) in developing the individual pandemic plan to ensure currency of IEP contacts and confirm consumer choices in the event of an emergency.

The Individual Pandemic Plan (IPP) will be conducted in person where possible, with the consumer, by an Registered Nurse (RN) or Enrolled Nurse (EN) for clients receiving clinical care, and Nursing Support Staff (NSS) for clients receiving personal care, or the most appropriate staff member for the consumer.

The consumer will review their draft Individual Pandemic Plan (IPP) and sign off on the draft document. It will then be formally documented and signed by the staff member who completed the plan with the client. The finalised IPP will then be scanned and maintained electronically on the consumers file and the original returned to the consumer for their reference. Details of the IPP will be made available to those staff who are directly involved in providing services and those managing pandemic and emergency situations.

IPP's will be reviewed upon significant community movement and/or lockdown changes as notified by Government or authorised Departments, or as consumer needs change, for the duration of the pandemic situation and in the event of an emergency involving the consumer.

When Carer Feedback forms are returned from staff, the Consumer Care Coordinator will review the feedback form to ensure any changes to the consumers IPP are actioned and notified to the RN in charge.

Westmont will keep a IPP folder and Emergency Procedures folder in hard and electronic copy, ensuring active consumer lists with contact details is maintained. This folder will be updated every three months by the Quality and Compliance Coordinator.

Date approved:	September 2020	By Department:	DCC		
Date amended:	February 2022	By Department:	DCC	Key changes:	Which consumers; IPP folder
To be reviewed:	September 2023	By Department:		Key changes:	