

## What is Diabetes?

Life Without Barriers (LWB) provides disability support to people with diabetes.

<sup>1</sup>Diabetes is a serious and complex condition that can affect the entire body. Diabetes requires daily self-care, and if complications develop, diabetes can have a significant impact on quality of life and reduce a person's life expectancy. When someone has diabetes, their body can't maintain healthy levels of glucose in the blood. Glucose is a form of sugar that is the main source of energy for our bodies. Unhealthy levels of glucose in the blood can lead to long term and short term health [complications](#).

When people with diabetes eat glucose, which is in foods such as bread, cereals, fruit and starchy vegetables, legumes, milk, yoghurt, and sweets, it can't be converted into energy. Instead of being turned into energy, the glucose stays in the blood resulting in high Blood Glucose Levels (BGL). After eating, the glucose is carried around the body via the blood. The blood glucose level is called glycaemia. Blood glucose levels can be monitored and managed through self-care and treatment.

There are 2 main types of diabetes – [Type 1 Diabetes](#) and [Type 2 Diabetes](#).

Detailed information explaining Diabetes, self-care and treatment can be accessed via the link below: <https://www.diabetesaustralia.com.au/about-diabetes>.

All staff providing support with diabetes should complete both the [LWB eLearning modules](#):

- Diabetes
- Blood Glucose Testing

## Supporting People with Diabetes

### At Engagement

During the engagement process, if a person has diabetes, they will be asked to choose their preferred risk management strategy about how their diabetes will be supported.

The choices are:

1. The person will self-manage their diabetes and agrees to LWB following general emergency response only if required (this option is available for people receiving lifestyle supports only and reflected in engagement form).

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<sup>1</sup> [www.diabetesaustralia.com.au/what-is-diabetes](https://www.diabetesaustralia.com.au/what-is-diabetes)

2. The person will use an existing Diabetes Management Plan completed by their General Practitioner (GP) or Specialist.
3. The person will use the [NDIS LWB 5557 Diabetes Management - Plan](#) and arrange for it to be completed by their GP or Specialist.

Where a person requires support from LWB to manage their diabetes, LWB Disability staff are limited to measuring and recording Blood Glucose Levels in the [NDIS LWB 5559 Blood Glucose Level Testing - Recording Chart](#) and provision of a healthy diet as per Mealtime Management Plan requirements.

Where the person has Type 1 diabetes, they must be monitored for any signs of Ketoacidosis and emergency measures to be taken made clear within their Diabetes Management Plan.

Staff should ensure they understand how to provide support when a person with either [Type 1 Diabetes](#) or [Type 2 Diabetes](#) is sick. Support requirements for a person who is sick should be documented by a Health Professional within the Sick Day Action Plan section of the Diabetes Management Plan.

### **During Service Delivery**

When supporting a person with diabetes, staff must ensure the following is in place:

- The person is reviewed usually every 3 months at a minimum by their doctor– either a GP or Specialist and their diabetes support requirements are addressed, including diet, medication administration and Blood Glucose Level testing requirements.
- The doctor documents the person's diabetic support requirements in a Diabetes Management Plan outlining:
  - Diabetes diagnosis type
  - Emergency management
  - Blood Glucose Level Management
  - Diet
  - Sick Day Action Plan
  - Exercise
  - Diabetes Health Management Team members
  - Plan sign off

Ideally, the [NDIS LWB 5557 Diabetes Management - Plan](#) should be provided to the doctor electronically via USB or email to complete.

- The person's Diabetes Management Plan is current, has been uploaded to CIRTS, reviewed during the past 12 months, and anytime the person's health deteriorates.
- Routine Medications, including Insulin, are prescribed in the person's Compact Medication Chart.

- Dietary requirements are documented in a Mealtime Management Plan.
- Staff successfully complete both [LWB eLearning modules](#) (Diabetes and Blood Glucose Level Testing) via MyLearning before assisting with Blood Glucose Level Testing. The Line Manager should track successful completion.
- Staff assisting with Blood Glucose Level Testing receive training on supporting the person and using their Glucometer and associated products. Sign off of training to occur in the person's [NDIS LWB 5557 Diabetes Management - Plan](#). Refer to [NDIS LWB 5558 Blood Glucose Level Testing – Procedure](#) for more information.
- Insulin administration via injection is provided by a service provider external to LWB or an LWB Registered Nurse only. It is prohibited for LWB Disability Support Workers (DSWs) to administer Insulin via injection. The people we support should access Disability-related Health Supports via their NDIS Plan to cover the cost.
- Blood Glucose Levels are tested and recorded by trained staff in the [NDIS LWB 5559 Blood Glucose Level Testing - Recording Chart, and](#) the completed chart is uploaded to CIRT.
- The person is supported by staff and or family who know them well and can provide information about their health and diabetes management or any dietary concerns during health reviews.
- The [NDIS LWB 5557 Diabetes Management - Plan](#) is made available to the GP during reviews.
- Staff ensure they monitor the person's health and arrange for immediate review if any health concerns or deterioration is identified.
- Risk Management strategies relating to Diabetes and Health are documented within the person's [NDIS LWB 5001 Client Profile](#).
- Tracking of health reviews, including Diabetes Management, is completed within the [NDIS LWB 5502 Health and Wellbeing Plan](#).

## Review

Health Care Plans are important for ensuring the health and safety of the people that LWB supports. All Health Care Plans must be developed by a Health Professional who understands the individual needs of the person. To ensure plans remain relevant, each

Health Care Plan must be reviewed at least annually, or more often if the needs of the person change. The Health Professional who develops the plan should also detail any signs that, if observed by staff, indicate an immediate review should take place. LWB Disability Support Staff must also monitor the person's health in the context of the STOP AND WATCH principles outlines in the [NDIS LWB 5501 Health and Wellbeing - Procedure](#). Health Care Plans can only be reviewed a maximum of six (6) times before a new plan **must** be developed. Additionally, Health Care Plans can only be reviewed by the Health Professional who developed the plan, or by another professional with equivalent qualifications. If the treating Health Professional has changed since the plan was originally developed, the new Health Professional may choose to develop their own plan for the person.

## **Further advice**

Useful information can also be accessed through the [National Diabetes Services Scheme](#) webpage.