



Home and Community Support (HCS) Complexity indicators for Complex Support

ACC has updated the criteria for complex support (attendant care level two). The criteria below should be applied to all situations where complex support may be indicated. Note: Only clients eligible for the Maximise Independence Service are eligible to receive complex support.

Current high medical needs:

- The need is evidenced on the High Medical Support Needs assessment in the ACC's Support Needs Assessment
- AND
- In the absence of specialised and skilled delivery the intervention poses a risk of harm

Need	Skilled response
Respiratory: Ventilator and/or Tracheostomy assistance	All cares associated with ventilator and/or Tracheostomy use.
Postural drainage	All cares associated with assisted coughs and postural drainage.
Suctioning	Only into nasal passages or tracheostomy using suction catheter.
Support for management of oxygen dose	Decisions as to whether or not oxygen is required and/or or dose adjustment is needed.
Eating: Management of aspiration risk when eating and/or drinking	Via hands-on oral assistance and/or jaw positioning and/or swallowing stimulation. Supervision is excluded.
Tube feeding assistance	Delivery of nasogastric feeds. Mickey button changes.
Skin Care: Wound management	Vacuum dressings changes.



Sphincter management:

Indwelling catheter
management

All cares associated with catheter changes and
flushes.

Intermittent catheterisation

All cares associated with catheter changes and
flushes.

Assistance in bowel
management

Assistance to insert suppository, and or digital
stimulation

Current challenging behaviour:

The need is evidenced on the Overt Behaviour Scale completed as part of the ACC's Support Needs Assessment

Scores of:

- >3 on Physical Acts Against Self and/or Physical Aggression Against Other People
- >2 on Inappropriate Sexual Behaviour
- >4 on Inappropriate Social Behaviour

AND

The behaviours are of such severity that the behaviour poses a serious safety risk to the person and/or other people

AND

The behaviour has not been managed via a behaviour support programme designed to contemporary models of practice.