United Health Professionals

Complex care at home: what to check before the first shift.

A guide for families

For families arranging support at home for an adult with complex needs, such as PEG feeding, catheter care, bowel care or seizures. Plain English, no jargon.



1. What counts as complex care
2. Four things that keep it safe
3. Ten questions to ask any provider
4. A handover sheet for every worker

The right worker knows the plan before they walk in.

United Health Professionals
Registered NDIS provider
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1 What counts as complex care?

The NDIS calls it **high-intensity daily personal activities**, and lists eight of them. Each needs a written plan and a worker trained in that person's needs.

Complex bowel care

Bowel routines that need specific training, set out in a written program.

Tube feeding

Feeding and care through a tube, such as a PEG (enteral feeding).

Urinary catheter care

Indwelling, suprapubic or in-out catheters.

Severe swallowing difficulty

Safe mealtimes with modified food and drink (dysphagia).

Complex wound care

Including serious pressure injuries.

Injections under the skin

Subcutaneous injections given as prescribed.

Tracheostomy care

Care of a breathing tube in the neck.

Ventilator support

Help for someone who uses a machine to breathe.

Epilepsy and seizures

Not on the list, but it has its own worker skills guide. Treat it with the same care.

Why it's different from everyday personal care.

A general certificate isn't enough. Every worker should be trained in this person's specific needs, and someone should check they can do it safely before they work alone.

The NDIS Commission publishes the skills a worker should have for each of these supports. A good provider knows them, and can tell you how they train and check against them.

2 Four things that keep complex care safe.

If a provider can show you all four, you're in good hands. If one is missing, ask why.

A written plan for each need

Written with the person, not just about them, and updated when anything changes. A qualified health practitioner should review their health regularly.

Workers trained for this person

Not just a certificate. Ask who checked the worker can follow this plan, and when they last checked.

A backup who's trained too

Sick days happen. The replacement should know the plan before they walk in, not learn it on the day.

Notes, and a plan for problems

What's written down after each shift, what the worker does if something changes, and who they call.

A good support plan covers all of this.

- [ ] What the support is, step by step
- [ ] What normal looks like for this person
- [ ] What to do, and who to call
- [ ] The person's own preferences
- [ ] The equipment, and how to use it
- [ ] Signs that something isn't right
- [ ] Who wrote it, and when it's reviewed
- [ ] Where the plan is kept at home

000 In an emergency, workers should always call 000 first, then follow the plan and call the people it lists. Make sure every worker knows this before their first shift.

3 Ten questions to ask any provider.

Ask each provider the same questions and tick the answers you're happy with.

	Tick when the answer was good	Provider A	Provider B	Provider C
	Name and phone			
1	**Are you registered for high-intensity support?** Check the provider on the NDIS Commission's register.	☐	☐	☐
2	**How is the support plan written?** Is the person involved, and which health practitioner reviews their health?	☐	☐	☐
3	**How do you train workers on this plan?** And who checks they can do it before they work alone?	☐	☐	☐
4	**Will a small, regular team come each week?** How many different workers would we see in a month?	☐	☐	☐
5	**If our worker is sick, is the backup trained too?** Will we hear before the shift, not after?	☐	☐	☐
6	**Can new workers shadow a shift first?** Alongside someone who already knows the routine.	☐	☐	☐
7	**What's written down after each shift?** Can family see the notes, with the person's consent?	☐	☐	☐
8	**What happens if something goes wrong?** A blocked catheter, a dislodged tube, or a seizure.	☐	☐	☐
9	**Who do I call, and when do they answer?** One number, the hours, and how fast they call back.	☐	☐	☐
10	**Is every price in writing before we start?** Including travel, cancellations and any high-intensity rate.	☐	☐	☐
	Total out of 10			

About prices

Some NDIS supports have a higher price limit when the care is high-intensity. Ask which rate applies, and why, before you sign a service agreement.

4 About my care: a handover sheet.

Fill this in with the person, keep it with their support plan, and give a copy to every new worker. Share it only with their consent, and update it when anything changes.

My name

I like to be called

How I communicate and how I show pain or discomfort

My morning routine

My evening routine

My complex care needs for example PEG feeding, catheter, seizures, and where my plan is kept

Equipment I use, and where it's kept

What normal looks like for me

Changes to watch for, and what to do

My GP name and phone

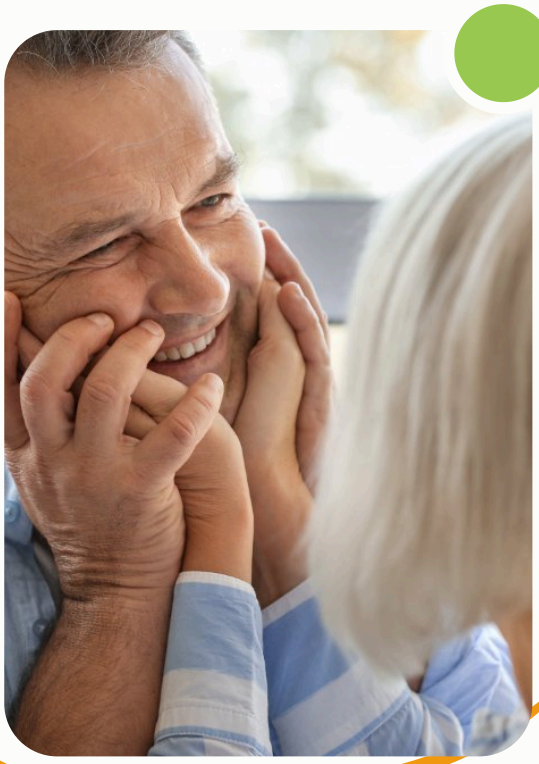
Family contact name and phone

000 Call 000 first. Then call: _____

United Health Professionals

Personal care at home, including complex care.

We support adults at home in Melton, Caroline Springs, St Albans, Sunshine and Deer Park. Ask us every question in this guide. We'd rather you compare.



Personal care

Showering, dressing, grooming and toileting, at home and on your schedule.

Complex care

Talk to us about PEG feeding, catheter care, bowel care or seizure support.

Household tasks

Cleaning, laundry and meals, alongside personal care.

Registered NDIS provider

Check us on the NDIS Commission's provider register.

ABN 69 649 956 776

United Health Professionals Pty Ltd.

Your plan, your say

Support can be paid from your NDIS funding if it's included in your plan.

How to start

1

Call us

Tell us who the support is for, what's needed and where.

2

Talk it through

We go through the plan, the routine and what matters to the person.

3

Meet us

At home or wherever suits, with family there if you'd like.

4

Sign when ready

A service agreement with every support and price, before anything starts.

Ready to ask us the questions?

Call us and we'll talk through the support plan, the workers and the price, before anything starts.

Call 0416 851 984

info.unitedhealthprofessionals@gmail.com

This guide is general information, not advice about a particular plan. Always follow the person's own support plan and their health practitioner's instructions.