

Catheter Care Competency Resources

Frequently Asked Questions



FREQUENTLY ASKED QUESTIONS

Memorandum of Understanding (MoU)

Can I become a signatory to the MOU if I am not a full-member of ACSWA?

Answer: Invitation to be a signatory to the MoU is restricted to Full Members.

Who can I talk to in order to find out more about the MoU and the Catheter Care Competency Package?

Answer: For MoU enquiries please contact admin@acswa.org.au. For information about the Catheter Care Competency Resources please contact the Residential Aged Care Services Manager on rescare@acswa.org.au.

How do I sign up to the MoU?

Answer: To request a MoU, please contact admin@acswa.org.au. Once your organisation understands the intent of the MoU and is agreeable to the conditions outlined within the MoU, an authorised representative of the organisation signs the MoU and returns the MoU to ACSWA.

Once the MoU is signed your organisation will be provided with a copy of the signed MoU and all of the Catheter Care Competency resources and templates.

What if I no longer want to be a signatory partner?

Answer: An organisation may withdraw from being a partner to the MoU at any time by advising ACSWA via email to admin@acswa.org.au. Once ACSWA has been notified your organisation will receive confirmation of withdrawal from the MoU and your organisation's name and details will be removed from the Partner Organisations Register.

What if there are aspects of the MOU or the Catheter Care Competency Resources which I do not agree with or I want changed?

Answer: The package has undergone rigorous review and will be reviewed on an ongoing basis and more formally every two years to ensure compliance with better practice and current legislation. Any concerns or suggestions for improvement are welcomed and can be forwarded to ACSWA by email to admin@acswa.org.au. Feedback, concerns and suggestions will be reviewed by ACSWA and changes made to documentation as deemed necessary.

FREQUENTLY ASKED QUESTIONS

Resources Package

What if our organisation doesn't have a Catheter Care Competency Record?

Answer: By becoming a signatory partner to the MoU your organisation will have access to all the Catheter Care templates and documents. These can be used as they are and as relevant to your organisation's needs.

The Catheter Care record represents the minimum set of competency requirements and while organisations can add to the content, compliance with the MoU requires that the original content is not reduced or minimised.

What if we already have and use a similar Catheter Care Competency Record?

Answer: Providing that it complies with the minimum set of competency requirements set out in the ACSWA Catheter Care Record then you can continue to use your own record.

What if a Care Worker commences employment at my organisation and brings with them a signed Catheter Care Competency Summary that says they are catheter care competent but proceed to make catheter care errors after they start working for us?

Answer: Care Workers deemed catheter care competent are confirmed competent as of the day their Assessor/manager signs the Catheter Care Competency Summary.

Organisations are expected to have policies and processes in place to monitor, reassess and provide additional training where necessary. Always refer to your own organisation's policies. It is expected that each organisation will have in place processes for maintaining the training and competency of their staff. Partner organisations are required to confirm the Care Worker's competency at the time of exit from the organisation and cannot be held accountable if the Care Worker makes errors after they start with a new organisation.

How do I verify the Care Worker's competencies?

Answer: The Care Worker should provide you with their Catheter Care Competency Summary. The catheter care summary should have the name and contact details of the Assessor/manager who signed the document. As part of the MoU agreement, the Assessor/manager in these cases agrees to be contacted to confirm or expand on any information about the Care Worker's competencies.

Does the Care Worker need to be competent in all catheter care to be deemed competent?

Answer: No, only those required for your organisation.

Can I change the Catheter Care record to suit my organisation?

Answer: You can add information, but not reduce or minimise the content. The theoretical aspect and tasks in each of the competencies represent the agreed minimum requirement set.

What happens if the Assessor is not happy to sign a Care Worker as competent when they leave our organisation?

Answer: In this case the Assessor should confirm and sign the Care Worker to be 'Not Yet Competent'. Competence means that the receiving organisation can be reassured that the worker has met the minimum requirements. The success of the MoU is predicated on each organisation's honesty and accurate assessment of Care Worker competency and skill set at the time of exit from the organisation.

What happens if I don't agree with the content of the Pre-Reading or Catheter Care record?

Answer: The pre reading and Catheter Care records have undergone rigorous review prior to being released. All documents will be reviewed every two years. Any concerns and suggestions for improvement can be forwarded to ACSWA at admin@acswa.org.au. Concerns and suggestions will be reviewed by ACSWA. Where concerns/suggestions are determined to be 'a must include/change priority', then ACSWA will work to agree on improvements and where necessary make the changes.

FREQUENTLY ASKED QUESTIONS

Care Workers and Assessors

I'm a Care Worker: Which booklets do I need to read and complete?

Answer:

- Care Worker Pre Reading
- Care Worker Written Assessment
- Catheter Care Training Notes
- Catheter Care Competency Record

I'm a Trainer/Assessor: What role do I play in the catheter care competency process?

Answer: In keeping with your organisation's training process, have an understanding of policies and procedures linked to catheter care.

The documents you need to have read and have a full understanding of are:

- Care Worker Written Assessment with Answers

I'm a Manager: What is my role in the catheter care competency process?

Answer: Ensure that your organisation has a robust and safe catheter care competency process in keeping with the minimum requirements of the MoU.

If a Care Worker leaves your organisation and is assessed as catheter care competent, provide the employee with a signed copy of the Catheter Care Competency Summary.

If a Care Worker commences employment at your organisation and has submitted a signed and dated Catheter Care Competency Summary from their previous employer, ensure that you are following your organisation's policies, procedures and processes to ensure the new employee can safely administer catheter care.

What is the 'observation practice session'?

Answer: Being buddied up with catheter care competent colleague and/or RN/EN/Assessor during a catheter care to observe the catheter care procedure, applying the theory into practice.

Does the Care Worker have to be assessed on all types of catheter care?

Answer: Your organisation will determine which competencies you are required to be competent in.

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