

In 2022 NDIS participant Kyah Lucas died from being burnt in a bath run by her workers. To prevent this from happening again, the NDIS has looked at safety in the shower or bath.

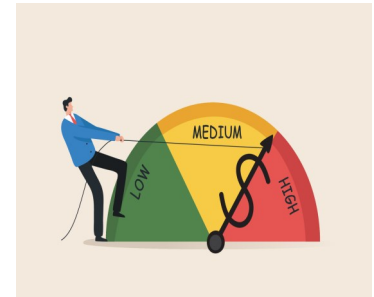
Scalding injuries are one of the most common causes of burns with 90% occurring in the bathroom. People with disability are at higher risk than others.



Who's at risk

Some clients are more at risk than others. These include clients who:

- React slowly
- Have problems moving independently or using their hands
- Can't express their needs or pain/discomfort
- Older people or young children
- Have reduced understanding of heat or cold



What do we need to do

Clients will be assessed and strategies will be included in the Client Support Plan in the CarelinkGO App. Support workers will be sent an email to complete a course.

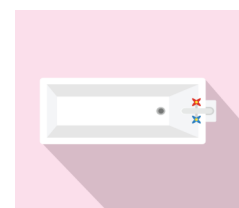
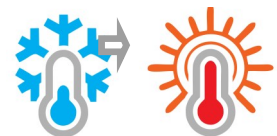
For children, parents must run the shower/bath. Workers should encourage parents in the following steps to help them develop skills in running safe showers/baths.

Signs the water's too hot include: steam on water, red skin and any negative reactions e.g crying

Steps for a Safe Shower or Bath

Remember, do things **with** the client rather than **for** them whenever you can

1. Add cold water first, then hot water slowly
2. Use an item to stir the bath water so the temperature is even
3. Use a thermometer if available (Max 45° for adults and 37° for children)
4. If no thermometer, test with the forearm or elbow to make sure it's comfortable. Beware of steam on the water. Test periodically.
5. Remain within arm's reach. Do not go to the door or answer the phone.
6. If the client is having a shower in a combined bath/shower, remove the plug before turning the shower on
7. When the bath is finished, drain before leaving the room



Emergencies, Incidents and Changes in Client Need

If there is an emergency, please call 000, provide first aid, call the office 1300 844 127 then lodge an incident report by the end of shift.

If there are changes in client need, please log an incident report at report.zestcare.com.au