



Dysphagia, Safe Swallowing & Mealtime Management Guide

My Care Match has obligations to ensure the delivery of safe, quality supports and services, and the management of risk associated with supports provided to clients.

Furthermore, My Care Match must promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to clients. It is important that people with dysphagia (swallowing difficulties) are in an environment in which they feel supported and safe during mealtimes.

We have a responsibility to ensure support workers can recognise the signs and symptoms of swallowing difficulties and the steps to take to appropriately support a diverse range of people.

Support workers are required to complete mandatory training on supporting safe and enjoyable mealtimes for people during onboarding. This training will include:

- the importance of environment, equipment, positioning and communication
- texture modified foods and fluids and how to make modified meals interesting.
- how to document incidents and observations during mealtimes to make sure people are getting the right support

This will help ensure safe and enjoyable meals for the people we support.

In the event that a support worker identifies a client with possible swallowing difficulties, an Incident or Near Miss Report must be completed in accordance with the Incident Management Policy.

It is the responsibility of management to then follow up with the client and their support team to ensure appropriate assessments are conducted and where necessary to have a mealtime management plan written by an appropriate health professional including a speech pathologist and dietician where necessary.

If you have any questions, please contact:
contact@mycarematch.com.au 0481 112 928.