

Top tips for improving diabetes care

Hostel & support workers



Assessment of patients

- Ask about whether clients have a past history of diabetes.
- Ask clients with diabetes about how they are coping with their illness. You could use the Diabetes Discussion form in this report to do this.
- Consider the medication storage needs of your client and ensure storage options are safe – shared, public fridges should not be considered for insulin.

Supporting management

- Consider attending appointments with diabetes team/inclusion health services to support service users and gain understanding of their management. You can also provide extra information to healthcare teams on how they are managing their diabetes to support better clinical management.
- Encourage patients with diabetes to attend their annual checks and screening appointments.
- Store glucose gel and ensure emergency training includes dealing with hypoglycaemia.
- Review any food provision available to clients where you work, and ask health care professionals to support a review. Consider whether any changes can be made.
- Find out about healthy eating / cooking skills groups in your area, and refer clients to these wherever possible.
- Stock cooking guides and dietary advice sheets that are relevant to people with limited access to a kitchen.
- If you think your client is self-neglecting, refer to safeguarding and ask colleagues to support to arrange case conferences that include all relevant partners.
- If your client is regularly attending A&E see this as a 'red flag'. Alert relevant health care professionals, and try to make contact with A&E and secondary care services to develop a plan.

Training

- Undertake one of the online diabetes training courses available if you currently have clients with diabetes.
- Consider whether your service would benefit from a diabetes champion and who would be best placed to receive undertake this role. If appropriate lobby for someone to undertake this role and undertake core training and updates, and link in with appropriate health care professionals.
- Learn about self-neglect as a safeguarding issue.
- Find out about all [NHS national screening programmes](#) and support clients to access these.