

Medication conditions can be complex	DSWs can have a lack of knowledge surrounding health and health care	<p>Theme One: Disability Support Worker's acknowledged the limitations of their own scope of practice</p> <p>Participants told interviewer that DSWs lacked confidence and competence in this highly complex area. They reminded the interviewer that DSWs are not healthcare professionals, but continue to need to advocate, support and monitor clients with intellectual disabilities who have complex issues, as well as handle serious medications. Case studies described by the participants are stark illustrations of what has been occurring in the disability sector.</p>
DSWs need more medication understanding		
DSWs need to be surrounded by the right information		
Medication knowledge can be complex		
Lack of knowledge about medication side effects	Workplace culture has an impact on medication reduction	
Workplace issues can lead to unnecessary medication administration		
Medication reduction is not considered part of the culture		
Medications review are not done well	Medication reviews could be done better	
Participants do not have control over medication reviews		
DSWs are not confident about medication reviews		
Over use of medication is easy to do	The lack of training of DSWs can have harmful impacts	
DSWs are untrained and unskilled		
DSWs need to understand that behaviours of concern are not personal	DSWs need to understand their clients individual uniqueness and care needs	
Workplace staff need to understand the workplace, role and clients		
DSWs need to understand their clients		
DSWs need to understand their clients' previous experiences		
DSWs need to be taught self-care	DSWs need further self-awareness of themselves and their role in order to effectively care for others	
DSWs need more confidence		
DSWs need to be educated about their position		
DSWs need to be more accountable		
Group homes are unique environments with their own cultures	Workplaces are unique environments that can have complications and challenges	
Team leaders are overworked		
DSWs are overworked		
There can be language barriers with some DSWs		
Case studies	Experiences of disability workers show the culture of the disability sector	

Liked the training course	Participants enjoyed the training course and found it important and appropriate for DSWs	Theme Two: Empowering training through prescriptive and reflective methods All participants enjoyed the training course and found it an important topic that needed to be discussed. Module One was found to fill a knowledge gap and taught participants to challenge the status quo of medication delivery and administration in their own workplaces. Participants held opposing views over the benefit of Module Two, some believed that it was important to discuss self- awareness and setting healthy habits, whereas other participants felt that Module Two was not new information due to past training being delivered at workplaces
Training course is good for frontline workers		
Topic is important and educational	The training course gave new knowledge, training and skills	
Information in course might be new information		
Training course can increase confidence		
Training course reinforces previous knowledge	The training course was not new information and delivered the basis of medication reduction	
Training course gave a variety of new knowledge and skills		
Some of the participants already had extensive experience and may have not learnt new things	Module one is an important topic and gave participants new information	
Training course covered basics		
Liked module one		
Medication reduction is an important topic		
Medication module builds confidence		
Module one gave participants new information		
Module one pointed out gaps in medication knowledge		
Participants found module one to be very interesting		
Module one taught participants to question and challenge	Module two could have been presented differently to ensure more knowledge about client care and self-awareness was taught	
Module two could be presented differently		
Module two could discuss person centred care more		
Self-awareness and perceptions could be discussed more in Module two		
Module two was not new information		
Module two may put blame on staff		
Module two should discuss unconscious bias	Module two was enjoyed because of the skills learnt as well as hearing from disability clients	
Scenarios in Module two were good		
Liked module two because it made participants more self aware		
Saw value in module two for DSWs		
Client discussing their own experiences in video was powerful		

Liked that the training course was delivered in compact manner	Participants enjoyed how the training was presented	Theme Three: Broad satisfaction with the SPECTROM training course Participants generally enjoyed the mode of the training course, with some preferring face to face training and others enjoying the ease of virtual spaces. Due to the course originating in the UK, some participants felt that changes in the material to ensure it reflected Australian culture and standards would be appropriate. Participants saw value in having clients discuss their own needs and experiences in the training course as a stark reminder of the important of involving clients in their own care. The resources provided by the SPECTROM team were taken in extremely well by participants.
Training format was good		
Good amount of group discussions		
Training course needed to be more Australia based	Some participants felt that the training should be more Australian based	
Training course was fine being UK based		
Preference for using Australian based videos in training		
No issues with using UK based videos		
Having a basic and an advanced version of the course would be beneficial	Different levels of training would suit different skill levels	
Course was fast paced for participants learning new information		
Training course should be directed to house supervisors initially		
Training course should change to suit skills of participants		
Virtual training can be difficult time wise	Virtual sessions can have setbacks but everyone is used to them now	
Understanding of using virtual training		
Virtual training can have technical difficulties		
Preference for face to face training		
Preference for team work in course	Participants felt the group work in breakout sessions to be valuable	
Breakout rooms are good and were able to generate more discussion		
Group discussions are important		
Face to face training has its drawbacks	Participants had different views on face to face or virtual training	
Higher reach of participants using virtual platform		
Having options for training delivery would be beneficial		
No preference for delivery mode		
More time was needed to unpack the training	Participants had differing views on the length of the training course	
Training time was enough, any longer or shorter would not be beneficial		
Knowledge from course will be helpful for other staff	Participants valued the knowledge and skills they were given	
Videos were good to watch	Videos used in training course were excellent resources	
Videos prompted new thoughts		
Resources can used with other staff members		
Resources can be used by clients and family members as well		

Enjoyed how many resources were available	The training course had a large amount of resources which were considered useful	
Resources can help with practical development		
Liked the SPECTROM training resources		
Resources can help trigger information from course		
Online resources can be difficult technology wise		
Mindful of the large amount of resources SPECTROM has	Most participants viewed the training resources	
Briefly looked at resources		
Viewed the resources		
Didn't look at resources	There were some challenging aspects to the training	
Trainers need to listen to participants first		
Some of the scenarios in the training were challenging		
Orientation session before the course would be helpful		
Trainers need to read team dynamics before breakout rooms		
More pictures in resources would be beneficial	Some of the resources could be altered	
Translating resources to be specific to workplace/client would be beneficial		
Participants were mindful that resources shouldn't become another document to fill out		
Resources should be streamlined into LWB documentation		
Liked the medication checklist	Medication checklist was an excellent resource	
Leaflets help empower higher functioning clients who can understand their medication	Medication information leaflets were an excellent resource	
Leaflets would be good for discussing medications with family		
Leaflets are user-friendly but more picture would help for some clients		
Yellow book could prompt client-staff discussions	Yellow Book was a good resource	
Similar document to CATS tool already being used	CATS tool was an excellent resource	
CATS tool was very descriptive for a clients individual triggers		
CATS tool will help raise awareness of triggers for staff		
CATS tool is a good resource		
The CATS tool is a good starting point for looking at triggers		
Website is a good resource	Website is a good resource	

More motivation is needed to attend the course and do self-directed learning	Self-directed learning should be encouraged	<p>Theme Four: Need for future mentoring from Multi-Disciplinary Team members in the application of new knowledge</p> <p>Participants voiced the need for a practical component of the training course that is done at workplaces to ensure the knowledge learnt during the training course turns into viable skills and actual workplace change. There also needs to be clearer links and development of relationships between DSWs and HCP (Healthcare Professionals), who participants felt, would also benefit greatly from attending a SPECTROM training course</p>
There should be a self-directed learning refresher SPECTROM course		
Training course will improve supports DSWs give to clients	Training course will improve knowledge and accountability of DSWs	
Participants should create a personal plan and ensure training resources can be taken to future doctor appointments		
Medication knowledge is not information that is well retained		
After training course, there should be a practical implementation element	There should be an in-workplace practical element to the course	
A practical implementation post training element would ensure DSWs can ask more questions and get more support		
A practical implementation element ensures change occurs		
Legislation needs to change to ensure reduction in medication administration	Medication reviews need to be delivered in a timely manner as per legislation and workplace policy	
Medication reviews should be scheduled		
Medication management needs to be streamlined		
Medication reviews should be completed in a timely manner		
Medical doctors can be seen as the ones in power and control	Better relationships with HCP are needed	
Healthcare professionals need to talk to the client first		
DSWs need to push healthcare professionals		
Medical doctors are responsible for clients		
Some health professionals do not clearly discuss alternative side effects		
Importance of building close relationships between MDT		
Medical doctors should prompt medication reviews		
Some Healthcare professionals are not appropriate to care for disability clients		
Good healthcare professionals are hard to find	Training material should be reviewed often	
Training material needs to be reviewed regularly		
Training material is always available to be reviewed	Future training on this topic is required	
Participants were keen to be involved with future training		
Future training could combine other Australian services		
Future training should focus more on medication management		