

34. Management of Medication Policy and Procedure

Approval Date: 21 Oct 2020	Review date: 21 Oct 2020	Version: 1.1
-----------------------------------	---------------------------------	---------------------

Purpose

Australian Quality Care is committed to providing a high standard of care and excellence in supports and service. Australian Quality Care participants may take medications to support and improve their health conditions. Many participants will manage and take their medications independently, while others may ask for some form of support or assistance.

Scope

For this commitment to be achieved, Australian Quality Care is responsible for ensuring that all medications are correctly managed in accordance with this policy.

We will also correctly supervise the management of documentation; safe/secure storage and handling; safe support or administration by appropriately trained, qualified or certified Staff.

Policy

Australian Quality Care encourages participants to maintain their independence for as long as possible, including managing their medications safely and effectively. Where a participant requests help with their medications, the nature of this help will be recorded in detail and the participant's consent confirmed. Australian Quality Care has processes for the reporting and investigation of medication errors.

Participants, carers and advocates can be confident that Australian Quality Care will ensure quality outcomes for its participants through a safe and correct medication management policy.

Definition

Terminology	Definitions
Medication support	Involves: <ul style="list-style-type: none">● Reminding, or prompting, a participant to take medication● Assisting with opening medication containers● Providing other assistance, not involving medication aid.
Medication assistance	Involves: <ul style="list-style-type: none">● Storing of medicines● Opening medicine container/s● Removing the prescribed dosage (from an approved container)● Giving the medication as per instructions.

Roles and Responsibilities

Australian Quality Care:

- Has policies and procedures in place for medication administration, storage, errors and incidents
- Will provide the necessary training to Staff, which includes the effects and side-effects of medications and the safe and secure methods for medication storage, in addition to medication safety
- Will document support Staff levels of skill and knowledge of medication safety, storage and administration through a yearly competency assessment
- Ensures trained support Staff are available to perform tasks that are within their knowledge, skills and experience
- Issues clear instructions (with the participant's consent) that outlines steps required to help the participant with their medication. These instructions will include, but are not limited to:
 - Medication name and strength, where applicable
 - Form of medication, e.g. Tablets, suppositories, liquid
 - Dose, route, frequency
 - Allergies/adverse drug reactions participant is aware of
 - Prescriber's name printed on medication, date and signature.
- Australian Quality Care's Board and qualified delegate will:
 - Undertake responsibility for medication management

- Conduct and facilitate training sessions for qualified Staff concerning medication support, assistance and administration
- Provide annual training incorporating:
 - Safe and timely medication administration
 - Recording and monitoring of medication
 - Safe storage of medication
 - Prevention of errors or incidents
- Ensure Staff follow professional guidelines in the delivery of medications.

Australian Quality Care's support Staff will:

- Follow the 'Management of Medication Policy and Procedure' and related medication policies
- Participate in annual training
- Provide services that are consistent only with their level of training and competence
- Seek advice from management where doubt exists
- Follow the instructions from management and as per support plan requirements
- Seek instruction from management when a medication requires refilling.

Procedure

Australian Quality Care will (with the participant, carer or advocate's consent) liaise with the family or support network, general practitioner, pharmacist, registered nurse or an enrolled nurse to clarify aspects of the medication management.

To reduce the risk of a resident experiencing a medication error, it is recommended that staff assisting with medication follow the principles of the seven 'rights' for safe medication administration that have been developed within the healthcare sector and are widely used:

Right person – check the resident's photo identification to ensure the medication is for the right person. Check that the name on the medication container label matches the resident's name. When the resident is commenced on a new medication, check that they have no previous allergy to the medication.

Right medication – cross check the medication name in the Medication Record with the medication label. Check the medication has been stored correctly, and where an expiry date is visible check the medication has not expired.

Right dosage – for dose administration aids, check the right number of capsules or tablets are contained in the section that is to be used. For other medication packaging, ensure the dose is clearly documented on the pharmacist's label on the medication container.

Right time – ensure medication is taken as close as possible to the prescribed time. Some medications have further instructions that should be adhered to, e.g. 'with food', 'half hour before food' or 'after other medications' (this additional information is provided by the dispensing pharmacist). Confirm the time since the last dose is appropriate, particularly for 'when required' (PRN) medications (prescribed medication that is taken only if needed and is not intended/scheduled for regular continuous use).

Right route – ensure medication is taken or applied via the prescribed route, e.g. oral, topical, inhalation. Instructions for the specific route should be provided in writing by the resident's medical practitioner, which staff are to follow.

Right to refuse – the resident has the right to refuse to take a medication. If a resident refuses to take their medication, this must be recorded on the Medication Distribution Record, and contact should be made with the resident's medical practitioner or pharmacist and their instructions followed.

Right documentation – ensure that the medication is signed for by the staff member on the relevant form and that the correct code for specific circumstances is used when applicable (refer to section 1.5). When assisting with medications, avoiding interruptions will also help to reduce the risk of error.

Safety considerations

The participants are to be observed for any changes to their health status and, where noted, be reported to the Australian Quality Care's Board.

Where a participant refuses the administration of medication, management is to be advised. Relevant health professionals, i.e. doctor, registered or enrolled nurse, will be consulted where necessary.

Support Staff shall not decide to withhold a participant's medication unless certain about the participant's health status. Staff must consult with management before withholding medication and follow management's decision, in consultation with relevant health professionals, e.g. doctor, RN or EN.

Medications are to be stored in a manner that maintains the quality of the medicine and safeguards the participant, family and visitors in their home. Australian Quality Care may assist a participant, carer or advocate to obtain and use a locked box, another suitable container, or cupboard.

Documentation

Support Staff are to record on the Australian Quality Care's medication chart or pharmacy generated medication chart, the date and time of medication administration along with their signature and printed name.

Support Staff are to record in the participant's health record any change in the participant's health status or medication incidents.

Adverse drug reactions

- Adverse drug reactions must be reported immediately to management
- Management will inform the general practitioner/nurse immediately and document actions taken in the participant's health record.
- An adverse drug reaction is an incident and must be recorded on a Medication Incident Form and in the participant's health record, including symptoms and actions taken.

Medication errors

Australian Quality Care's Staff who detect an error, including an error in dosage, time, frequency or type of medication administered to, or taken by, a participant must:

- Identify the nature of the error
- Notify management
- Follow the advice from management
- Complete an Medication Incident Report form

- Monitor the participant for any adverse events that may be caused by the error.

Support Staff training for medication assistance

All Australian Quality Care's Staff involved in assisting or supporting the participants with their medication have undertaken accredited training overseen by a health professional, e.g. RN or EN, in medication procedures. The trainer will take due care and diligence to comply with legislative requirements, i.e. training in first aid, healthy body systems and the administration of medication is delivered by a Registered Training Organisation (RTO) in accordance with Australian Qualification Framework (AQF) standards.

Australian Quality Care will ensure that all Staff hold current first aid and cardiopulmonary resuscitation (CPR) qualifications, so they can correctly respond when monitoring any adverse reactions that require action, intervention and escalation. Support Staff have relevant skills and experience, and a level of competency, to provide appropriate and safe support to a person with a disability.

Australian Quality Care's Staff participate in regular supervision by management to strengthen their understanding of medication procedures and affirm their knowledge and practice.

Australian Quality Care will conduct an annual review of medication management and administration practices for their support Staff. Details will be recorded in Staff files, where appropriate. Australian Quality Care's annual training will include, but will not be limited to, high-risk medication education as outlined below.

High-risk medication

As required, Australian Quality Care's Staff will be trained and educated on the specific hazards and risks associated with high-risk medications that participants may be consuming.

Australian Quality Care training will incorporate the following topics for their support workers, where necessary for each participant's individual needs and specified in their support plans:

- PRN psychotropic medications
- Schedule 2 medicine (*over the counter pharmacy medicine*)
- Schedule 3 medicine (*pharmacist only medicines*)
- Schedule 4 medicine (*prescription only medicines*)
- Schedule 8 medicine (*controlled drugs*)
- Cytotoxic medications.

Related documents

- Authority to Act as an Advocate Form
- Code of Ethics and Conduct Agreement
- Complaints and Feedback Policy and Procedure
- Complaints and Feedback Form
- Consent Policy and Procedure
- Doctors Medication Order Form
- Incident Investigation Form
- Management of Medication Policy and Procedure
- Medication Incident Form
- Participant Medication Plan and Consent Form
- Participant Service Agreement
- Privacy and Confidentiality Agreement
- Reportable Incident, Accident and Emergency Policy and Procedure
- Risk Assessment Form
- Risk Indemnity Form
- Risk Management Policy and Procedure
- Staff Orientation Checklist
- Service Agreement with Participants Policy and Procedure
- Staff Training Plan
- Training Needs Analysis

References

- [ACIA Administration of Non-Oral and Non-Injectable Medication in the Community by Support Workers](#)
- [ACIA Administration of Oral Medications in the Community by Support Workers](#)
- [APAC Guidelines for Medication Management in Residential Aged Care Facilities](#)
- [NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)
- [NDIS Quality and Safeguards Commission](#)
- [Guideline for Medication Assistance – Residential Providers \(Level 3 Services\)](#)