

Management of Medication Policy and Procedure

1.0 Purpose

121 Supports Hunter Pty Ltd is committed to providing a high standard of care and excellence in supports and service. 121 Supports Hunter Pty Ltd 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 support or assistance.

2.0 Scope

For this commitment to be achieved, the General Manager is responsible for ensuring that all medications are correctly managed following this policy.

We will also correctly supervise documentation management, including safe/secure storage and handling, support or administration by appropriately trained, qualified or certified staff.

3.0 Policy

121 Supports Hunter Pty Ltd encourages participants to maintain their independence for as long as possible, including managing their medications safely and effectively. When a participant requests help with their medications, the nature of this help will be recorded in detail, and the participant's consent will be confirmed. 121 Supports Hunter Pty Ltd has processes for reporting and investigating medication errors.

Participants, carers and advocates can be confident that 121 Supports Hunter Pty Ltd will ensure quality outcomes for its participants through a safe and correct medication management policy.

This policy follows the twelve (12) Guiding Principles for Medication Management in the Community, developed by the Australian Pharmaceutical Advisory Council (June 2006, updated January 2012).

4.0 Definitions

Term	Definition
Medication support	Involves: • reminding, or prompting, a participant to take medication • assisting with opening medication containers

	providing other assistance, not involving medication aid.
Medication assistance	Involves: • storing of medicines • opening medicine container/s • removing the prescribed dosage (from an approved container) • giving the medication as per instructions.

5.0 Roles and responsibilities

121 Supports Hunter Pty Ltd:

- has policies and procedures in place for medication administration, storage, errors and incidents
- will provide the necessary training to the 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 the staff member's level of skill and knowledge of medication safety, storage and administration through a yearly competency assessment
- ensures a trained staff is available to perform tasks that are within their knowledge, skills and experience
- issues clear instructions (with the participant's consent) outlining the 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.

121 Supports Hunter Pty Ltd's 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 medication
 - safe storage of medication
 - prevention of errors or incidents
- ensure staff follow professional guidelines in the delivery of medications.

The staff will:

- follow the Management of Medication Policy and Procedure and all other related medication policies
- participate in annual training
- provide services that are consistent only with their level of training and competence
- seek advice from the Director where doubt exists
- follow the instructions from the Director or their qualified delegate and as per support plan requirements
- seek instruction from the Director when a medication requires refilling.

6.0 Procedure

121 Supports Hunter Pty Ltd 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.

The staff providing medication support will make sure to:

- identify the participant
- note the medication is current, and the label correctly identifies the participant
- administer oral medication, either from a:
 - dosage administration aid (DAA)
 - 'box' medication device filled by a pharmacist, doctor or dentist or 121 Supports Hunter Pty Ltd's Director
 - participant's labelled pharmacy container
- record the service in the participant's support plan
- monitor the participant for any adverse side effects of the medication.

6.1 Safety considerations

The participants are observed for any changes to their health status, and changes are reported to the General Manager.

Where a participant refuses medication administration, the 121 Supports Hunter Pty Ltd's General Manager is to be advised. Relevant health professionals (i.e. doctor, registered or enrolled nurse) will be consulted.

A staff member shall not decide to withhold a participant's medication unless certain about the participant's health status. The staff must consult with the Director before withholding medication and follow the Director's decision in consultation with relevant health professionals (e.g. doctor, registered or enrolled nurse).

Medications are to be stored to maintain the quality of the medicine and safeguard the participant, family, and visitors in their home. 121 Supports Hunter Pty Ltd may assist a participant, carer or advocate in obtaining and using a locked box, another suitable container, or cupboard.

6.2 Documentation

The staff is to record the date and time of medication administration and their signature and printed name on our medication chart or the pharmacy-generated medication chart.

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

6.3 Adverse drug reactions

- Adverse drug reactions must be reported immediately to the 121 Supports Hunter Pty Ltd's Director.
- The Director will immediately inform the general practitioner/nurse 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.

6.4 Medication errors

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 the Director and the qualified delegate
- follow the advice from Director or the qualified delegate
- complete an Incident Investigation Form
- monitor the participant for any adverse events that the error may cause.

6.5 Staff training for medication assistance

The qualified delegate and health practitioners train staff to assist or support the participants in medication procedures. A Registered Training Organisation (RTO) will deliver all necessary registered training following the Australian Qualification Framework (AQF) Standards (e.g. first aid).

121 Supports Hunter Pty Ltd ensures that appropriate staff hold current first aid and cardiopulmonary resuscitation (CPR) qualifications. This training will allow them to correctly respond when monitoring

any adverse reactions that require action, intervention and escalation. An 121 Supports Hunter Pty Ltd support staff has relevant skills, experience, and competency level to provide an appropriate and safe support to a participant.

Our staff participate in regular supervision by a qualified delegate to strengthen their understanding of medication procedures and affirm their knowledge and practice.

121 Supports Hunter Pty Ltd conducts an annual competency in medication management and administration practices for their support staff. Details will be recorded in the staff files, where appropriate. 121 Supports Hunter Pty Ltd's annual training will include, but will not be limited to, high-risk medication education as outlined below.

6.6 High-risk medication

Appropriate staff members will be trained and educated on the hazards and risks associated with high-risk medications that participants may consume. The PRN Protocols will be followed by staff at all times.

As required, staff will be trained to complete a PRN Care Plan and PRN Intake Checklist.

121 Supports Hunter Pty Ltd 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.

6.6.1 Schedule 8 (controlled drugs)

Doctors and pharmacists have strict guidelines and reporting requirements related to issuing any Schedule 8 drug (e.g. number of tablets, number of treatment days, specific personal details on the participant and reporting requirements). We will gain any permits to treat a person with Schedule 8 drugs if legislation requires.

Staff who care for (or are assisting in the care of) a participant who has prescribed and dispensed medicine is authorised to possess that medicine for the specific purpose for which it was supplied.

A participant must not direct or incite a registered health practitioner to do anything in the practitioner's practice of the health profession that amounts to unprofessional conduct or professional misconduct. Staff must only give medication as prescribed.

A registered nurse may only delegate medicine administration to someone appropriately qualified to administer medicine. The registered nurse may use their professional judgment about administering a medicine themselves or delegate the administration to another nurse or personal care worker with appropriate qualifications or scope of practice to administer the medicine by the specified route.

Enrolled nurses (who do not qualify for medicine administration approved by the Nursing and Midwifery Board of Australia) and personal staff (with appropriate medicine administration training) may, in some circumstances, be competent to administer medicine under the delegation of a registered nurse. If a registered nurse judges that an enrolled nurse or personal care worker is not appropriately qualified to administer the medicine to a particular resident, they should administer it themselves or delegate it to appropriately qualified personnel. Appropriate supervision must be provided.

6.5.1.1 Storage

Schedule 8 poisons must be stored in a lockable room and/or in a lockable storage facility firmly fixed to a floor or wall. A steel drug cabinet is not mandated because of the prevalence of dose administration containers. However, a steel drug cabinet:

- is strongly recommended for the storage of Schedule 8 poisons in original containers
- is strongly recommended for the storage of Schedule 8 poisons that cannot be packed into dose administration containers
- is required for the storage of Schedule 8 impost medicine, where health services permit is held
- maybe required (for example, for larger quantities of Schedule 8 poisons), if directed.

6.5.1.2 Procedure

The registered nurse must check for the following:

- written instruction of a medical practitioner or another authorised practitioner (the most common option)
- oral instructions of a medical practitioner or another authorised practitioner if, in the opinion of the practitioner, an emergency exists (for example, telephone orders)
- a written transcription of the emergency instructions by the person who received them
- directions for use on a container supplied by a medical practitioner, pharmacist or authorised practitioner (meaning administration of a person's own lawfully supplied medicine)

A registered nurse and witness remove stock from a drug safe and enter the drug register according to the dose required on the medication chart. Both persons then witness the supply to the different registered nurses who may administer the medication without a second person checking at the bedside.

The trained and qualified administrator must:

- confirm the identity of the participant
- administer the correct medication and fluid (if relevant)
- check the calculations are correct and appropriate for the dose
- make the correct dosage settings and adjustments to a rate-limiting device such as an infusion pump
- countersign the administration on the medication administration chart by the registered nurse who supplied the medication against that of the administering registered nurse occurs
- countersigning of the amount of any medication discarded by the registered nurse in the room occurs.

7.0 Related documents

- 121 Authority to Act as an Advocate Form
- 121 Code of Conduct Agreement
- Complaints and Feedback Policy and Procedure
- 121 Complaints and Feedback Form
- Consent Policy and Procedure
- Drug Register for Controlled Drugs
- Brevity Care App Incident Report
- 1212 Incident Investigation Form-Report
- Incident Register
- Management of Medication Policy and Procedure
- 121 Medication Incident Form
- Self-Medication Assessment
- Participant Medication Plan and Consent Form
- PRN Care Plan
- PRN Intake Checklist
- PRN Protocols
- Person Centered Support Plan
- 121 Service Agreement
- 121 Confidentiality Agreement
- Reportable Incident, Accident and Emergency Policy and Procedure
- 121 Hazard Risk Assessment Form
- 121 Hazard Risk Indemnity Form
- 121 Risk Management Plan
- 121 Risk Register
- Risk Management Policy and Procedure
- 121 Employee Induction Checklist

- Service Agreement with Participants Policy and Procedure
- 121 Employee Training Register
- 121 Employee Training Plan-Record

8.0 References

- ACIA Administration of Non-Oral and Non-Injectable medications in the Community by Support Staff 2015 (Commonwealth)
- ACIA Administration of Oral Medications in the Community by Support Staff 2017 (Commonwealth)
- Australian Pharmaceutical Advisory Committee (APAC) Guidelines July 2006 (Commonwealth)
- The Medication Management Framework (Poisons Regulations 95AA January 2018)
- Twelve (12) Guiding Principles for Medication Management in the Community developed by the Australian Pharmaceutical Advisory Council (June 2006 updated January 2012)
- NDIS Quality and Safeguards Commission 2018
- NDIS Provider and Registration and Practice Standards 2020