

Customer Medication

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
1.7	July 2010	February 2020	March 2021

Responsibilities and Delegations:

This policy applies to:	Board, staff, volunteers, contractors, students' and others acting for and on the behalf of Interchange (herein referred to as 'Personnel') and customers
Policy Approval	Board

Policy Context – this policy relates to:

Standards	<ul style="list-style-type: none"> ● National Standards for Disability Services (Standards 1, 3, 6) ● NDIS Practice Standards and Quality Indicators July 2018 Core Module 4 Management of Medication ● The Department of Communities (Disability Services) Serious Incident Reporting Policy ● Disability Services Medication Management Framework for Individuals' and Disability Service Providers Nov 2017
Legislation	<ul style="list-style-type: none"> ● NDIS Quality and Safeguards Commission Incident management and reportable incidents Rules 2018 ● Privacy Act 1988 ● Medicines and Poisons Act 2014 ● Medicines and Poisons Regulations 2016 ● WA Government Home Medicines Review
Contractual obligations	<ul style="list-style-type: none"> ● NDIS ● Department of Communities
Organisation policies	<ul style="list-style-type: none"> ● Customer Services Charter ● Individual Needs policy ● Access to Services policy
Forms, record keeping, other documents	<ul style="list-style-type: none"> ● Customer Medication Management Plan ● Medication Error Work Instruction ● Accommodation (24/7) Medication Storage, Assistance and Administration ● Work Instruction PRN

Policy

Interchange is committed to safe and effective prompting and/or administration of medication for customers that is consistent with legislation and regulation. Interchange will:

- Support customers to maintain their independence for as long as possible, including managing their own medicines in a safe and effective way
- Seek informed consent for any assistance it provides in medication management
- Collect and record accurate information about customer medication
- Only prompt or administer medicines supplied in a Dose Administration Aid (DAA), and,
- Ensure any staff administering medication are appropriately trained and assessed as competent to do so.

A Breach of this Policy may result in disciplinary action, up to and including dismissal.

Definitions

- **Medications** are substances or drugs (excluding food and water) given with the intention of preventing, diagnosing, curing, controlling or alleviating disease or otherwise enhancing the physical or mental welfare of people. Includes prescription and non-prescription (over the counter) medications, including complementary health care products, irrespective of the administered route.
- **Self-Administration** is the action of an individual taking responsibility and active role in administering a medication to him or herself.
- **Medication Prompt** this is giving verbal reminders to a customer for medications to be taken. All responsibility for the medication is the customers.
- **Medication Administration** is where the customer is incapable of self-administering medication, and involves:
 - ✓ Storing the medication
 - ✓ Opening the medication container
 - ✓ Removing the prescribed dosage
 - ✓ Giving the medication directly to the customer as per instructions; and
 - ✓ Monitoring effects and side effects and the steps to take in the event of an incident.
- **Home Medicines Review** is a service to people living at home in the community. The goal is to maximise people's benefit from their medication regime. The reviews involve a team approach including the general practitioner, the individual's preferred community pharmacy and an accredited pharmacist, with the individual as the focus.
- **Medication error** is an event that could have or did cause harm to a customer and where medication, or an error or omission, is likely to have been a contributing or causal factor.
- **Medication Authority Form** must be completed by a doctor and have a current copy in the CRM and in the customer file.
- **Pro re nata (PRN) Medication** is a medication that is not needed or taken on a pre-determined

regular schedule but is taken in response to particular symptoms or complaints.

- **Schedule of Medicines and Poisons refers** to medications and poisons that are classified into 10 categories or schedules according to the level of regulatory control over the availability of the medication or poison, required to protect public health and safety.
- **Dose Administration Aid (DAA)** a device in which correct doses of tablets and capsules are organised into separate compartments clearly specifying when they should be taken. There are several different types of dosing aids sachet packs and blister packs (such as Webster packs). Medication may be in original packaging with prescribing dose instructions.

Procedures

Medication Management

- All customers requiring medications will have completed a *Customer Medication Management Plan*, which includes:
 - ✓ *A Customer Medication Consent Form*
 - ✓ *A Medication Authority Form and Medication Signing Record*, and
 - ✓ *Medications supplied in an approved Dose Administration Aid.*
- The *Customer Medication Management Plan* will be recorded in Customer Record Management system and be available for reference as necessary by Interchange employees. The *Customer Medication Management Plan* will be updated as required or at the Customer Annual Review.
- To reduce risk to customers and to staff all medications (including over the counter medications, creams or liquids) not listed on the *Customer Medication Profile* will not be prompted or administered by Interchange employees.
- Customer medication will only be supported by Interchange employees if it is stored in an approved *Dose Administration Aid ('DAA')* or in original packaging with prescribing dose instructions.
- Staff required to prompt or administer medication will be trained or demonstrate competency according to the needs of the customer, which may require accessing funding from the NDIS. Individual staff training and competency will be recorded in Easy Employer. Refresher training in medication administration is to be undertaken as required and at least every two (2) years.
- Unless employees have received appropriate training and are authorised in the administration of medications, they are not deemed competent to administer medication unless there is a medical emergency that may result in possible illness, injury or death and the customer is unable to administer their own medication. In such circumstances the employee will call 000 and ask for an ambulance and medical support and follow the instructions provided by emergency services.
- Any request of staff to prompt or administer Schedule 8 medications requires the prior approval of the Executive Manager People & Culture.

- Interchange customers will inform Interchange when changes to their medication occurs and are to provide the relevant updated documentation.
- Interchange customers will provide necessary information of medications that are taken outside of supported hours that may impact their needs during Interchange support time. Any risks will be recorded in the Customer Record Management system.
- Customers are recommended to undertake an annual *Home Medication Review* to reduce risk and get the most out of prescribed and over-the-counter medications.
- Customers have the right to refuse medication but should be encouraged to take as prescribed. If a customer does refuse to take medication this must be reported immediately to guardian and Line Supervisor or 000 if this is an emergency.

Medication Prompt and Administration

- Interchange Support Workers can only assist with medications packaged in DAA or original packaging with prescribing dose instructions
- Support Workers prompting will give verbal reminders for medication to be taken
- Support workers will check *10 rights against Medication Authority*
- Interchange employees are authorised to prompt and/or administer medication when:
 - ✓ consent has been provided
 - ✓ the employee is appropriately trained or demonstrated competency and
 - ✓ they are expressly authorised by their Line Supervisor.

Medication Error or Incident

If a medication incident occurs the following steps will be taken:

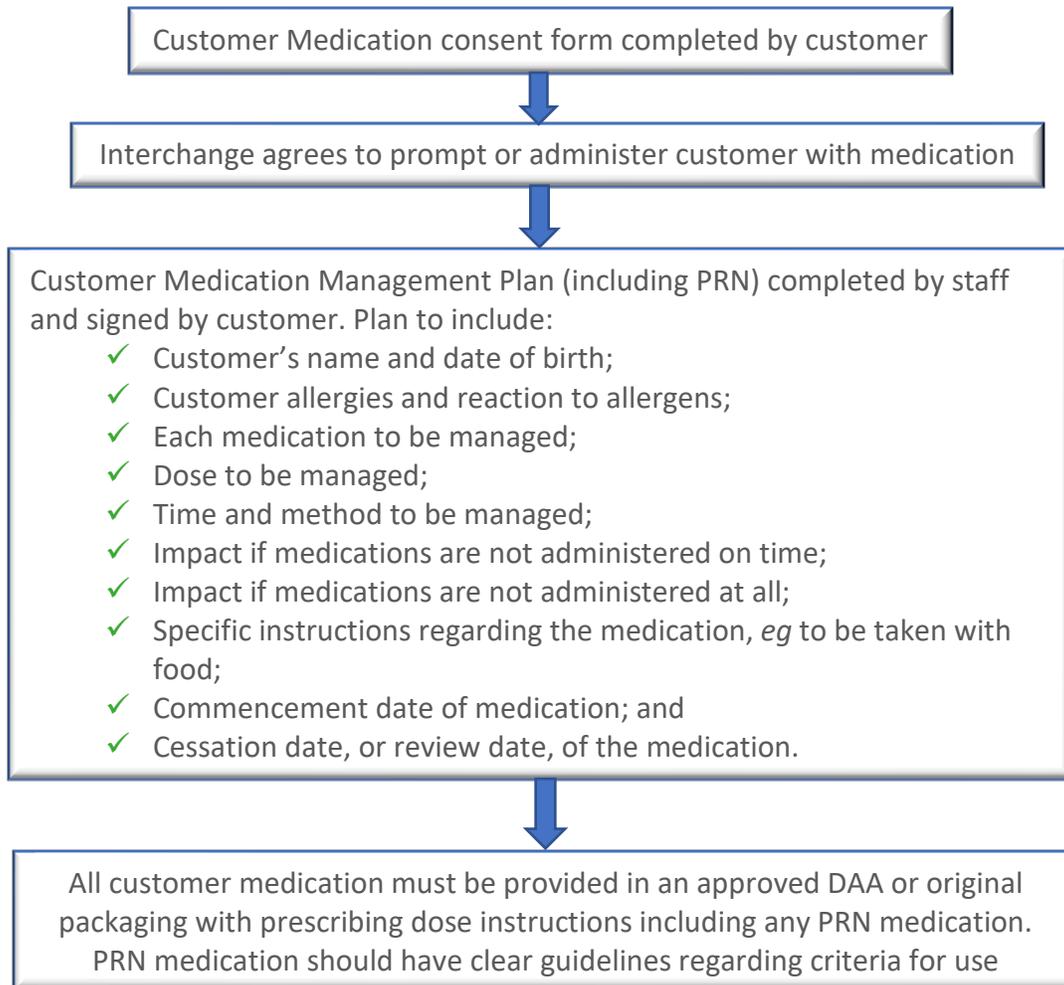
- call Poisons Information Centre 13 11 26 and Ambulance if the customer is in distress or showing signs of being unwell.
- Administer Emergency First Aid if required and as directed by emergency services
- Call Interchange Line Supervisor to seek further advice and report the incident.
- Record the incident in the customer record system and on the customer Medication Record.
- Complete an Interchange Incident Form.

Documentation

- When prompting customers to take medication the medication, dosage, time and details should be recorded as a *Customer Case Note* in the Customer Record Management System (Lumary).
- All medication administration must be signed by staff attending the customer on the medication signing record that is kept with the customer and details recorded as a *Customer Case Note* in the Customer Record Management System (Lumary).
- If medication is not taken, staff must record the reason on the medication chart and document as a *Medication Incident* in CRM.

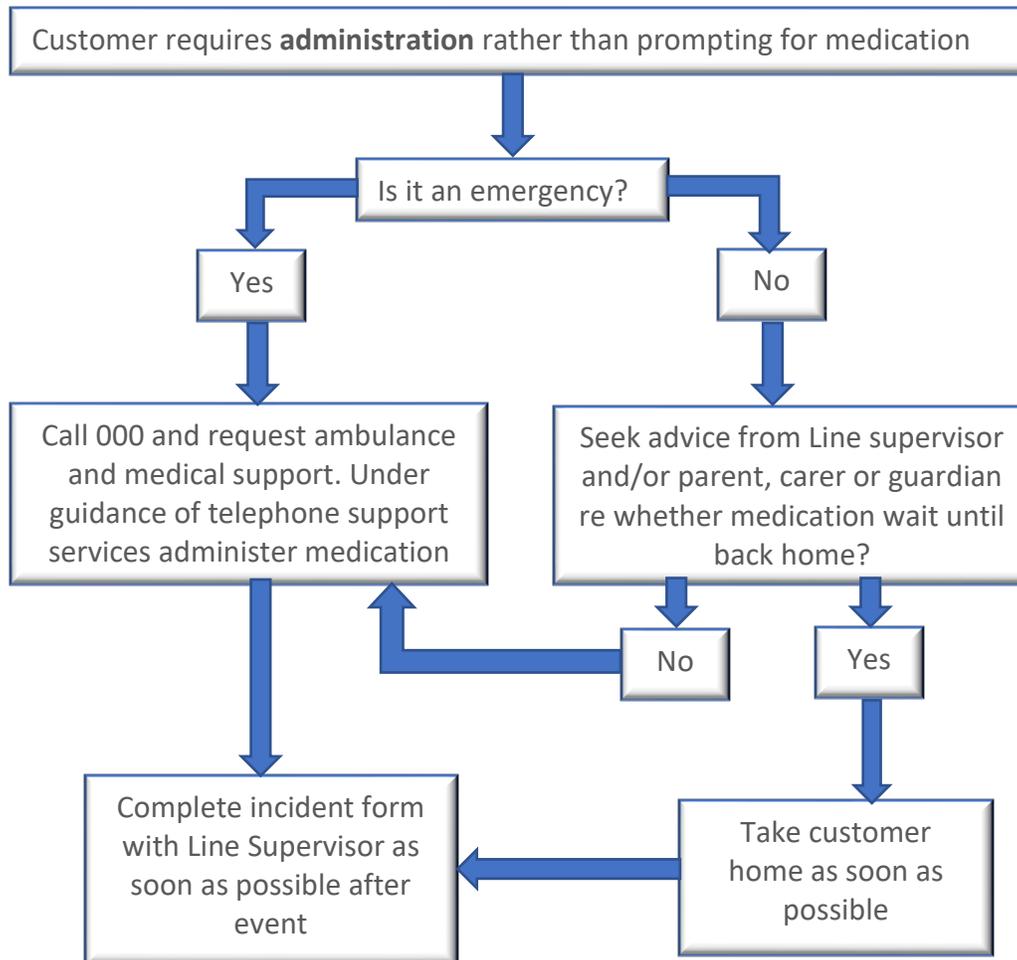
CUSTOMER MEDICATION FLOWCHARTS

Prior to medication being provided:

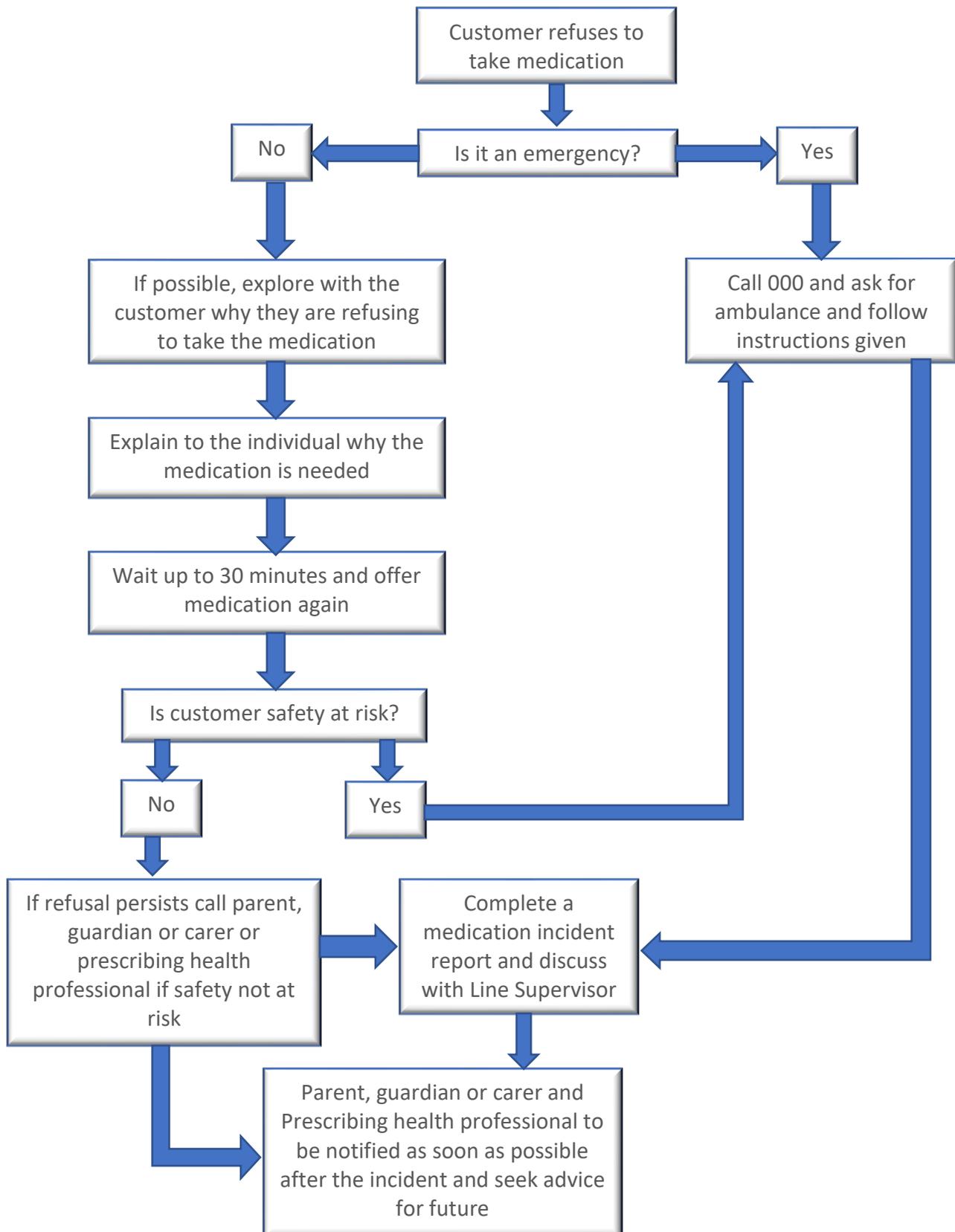


Changes to Customer Medication Protocols

Where a situation arises that an Interchange employee believes that they need to administer rather than prompt – and the situation is not a medical emergency - they must first contact their Interchange Line Supervisor or the Customer’s primary carer, parent or guardian for advice and instruction.



Procedure if an individual refuses to take medication (when not medical emergency)



10 RIGHTS OF MEDICATION WORK INSTRUCTION

The 10 rights of medication should be part of practice every time a staff member assists a customer task related to medication:

1. Right authority to proceed
2. Right education to assist and inform the customer
3. Right records
4. Right customer
5. Right medication – check Webster pack (or for lotions and liquid medication the medication labels)
6. Right dose of medication
7. Right route of administration
8. Right time
9. Right response to the medication
10. Customer has the right to refuse medication

Ref: NDS Assist Clients with Medications online course

MEDICATION ERROR OR INCIDENT WORK INSTRUCTION

Definition of a Medication Incident:

A medication incident is any event where the expected course of events in the support of customers who self-medicate is not followed. It can include the following:

- Medications assigned to the incorrect customer
- Incorrect medicine being taken by the customer
- Incorrect dose being taken by the customer
- Incorrect time of medicine
- Incorrect route of medicine
- Spilt or dropped medicine
- Out of date medicine
- Missing medicine
- Lack of documentation such as a doctor's prescription for the medication, the Medication Management Plan, the Medication Record (if required)
- Breaches of the Interchange policy and guidelines
- Customer refuses medication
- Incorrect storage of medications
- Incorrect supply of medications from the pharmacy
- Customer unable to independently take medication
- Near miss

Medication Incident Procedures

In the event of an incident in relation to medication the Interchange employee will:

- Remain calm and call Poisons Information Centre 13 11 26, or Ambulance 000 if the **customer is in distress or showing signs of being unwell.**
- Administer Emergency First Aid if required as directed by emergency services
- Call Interchange Line Supervisor to seek further advice and report the incident.
- Observe the customer for changes in behaviour or well-being as a result of the incident and report these to Interchange Line Supervisor.
- Reassure the customer and do not leave the customer until instructed to do so by Interchange Line Supervisor or by emergency services staff.
- Record the incident in the customer's records and on the customer Medication Record.
- Complete an Interchange Medication Incident Form immediately and forward to Interchange Line Supervisor who will ensure that the relevant carer, family, or guardian are fully informed of the incident.