

# Org2.3 Medication Management & Safety

## Purpose

1. This guideline is to assist SAVVY employees, participants and stakeholders to determine qualifications, skills, competencies and processes required for support workers to administer oral, non-oral and non-injectable medication, in the provision of safe, high quality, and consistent services to participants.
2. To reduce confusion as to when it is appropriate to use trained support workers to administer oral, non-oral and non-injectable medication to participants

## Alignment with Practice Standards

1. Module 2: Provider Governance and Operational Management

## Legislative Alignment

1. Therapeutic Goods Act (1989)
2. Therapeutic Goods Regulations 1990
3. Poisons and Therapeutic Goods Act 1966 (NSW)
4. Poisons and Therapeutic Goods Regulation 2008 (NSW)
5. The Poisons Standard (the SUSMP)
6. Guiding Principles for Medication Management in Community 2006 (Australian Pharmaceutical Advisory Council)

## Key Responsible Executive

Chief Executive Officer

## For More Support

Your People Manager

## Policy Statement

1. It is acceptable for support workers with appropriate competency training and assessment with a registered nurse or a person deemed competent by the provider to administer oral medications. It should be noted that there is no prohibition under any Poisons Act in Australia for a person to administer or assist in the administration of a medication prescribed by an authorised prescriber and labelled for the Participant by a registered pharmacist.

2. As participant choice and control is promoted at SAVVY, it is imperative to involve the participant in all aspects of the service delivery and the direction of their services to their ability, including in relation to administering their medication.
3. SAVVY further acknowledges that dignity of risk is an important part of this choice and control.
4. In general, support workers will not administer medications (other than eye/ear drops) to participants unless in special or emergency situations.
5. All medication administration, assistance and prompting is to be recorded and signed by the relevant worker.
6. Support workers must not alter or replace participants medications or suggest alternative medications to participants. They may encourage participants to discuss issues with their medical practitioners.
7. At the time of entry to a service all participants are assessed as to whether they are able to self-administer their medication or whether they require assistance and/ or prompting.
8. SAVVY support workers who administer, assist or prompt participants with medications, must do so in accordance with the medication administration plan, treating doctor's medication order and/or instructions on the pharmacist's label. Some support workers may be required to undertake relevant additional training to be deemed capable of carrying out this work.
9. Care workers should ensure medications are stored safely and securely for easy identification.

## Definitions

1. Support worker: Support Worker is an individual who assists or supervises a participant to perform tasks of daily living to support and maintain general wellbeing and enable meaningful involvement in social, family and community activities in the person's home and community. The Support Worker is a paid person who has access to education, support and advice from a SAVVY line manager or team leader. Support Worker has been commonly known as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.
2. Carer: is a person that provides support to the participant at no cost (generally family or friend).
3. Support Worker Competency: means a support worker who has been trained and assessed as competent by a skilled registered nurse or a person deemed competent by the provider to safely and appropriately perform a specified task as a support worker.
4. Medication: means any substance which is supplied by a pharmacist or doctor or dispensed by a pharmacist on the prescription of a doctor, or supplied directly by the doctor, and has a label attached to it. The term also includes any over the counter medication or natural therapy products.
5. Oral Medication: means any medication taken by mouth - this includes tablets in their whole form, crushed tablets and liquid medication.

6. Non-oral and non-injectable medication covered in this policy includes;
  - a. Eye drops
  - b. Ear drops
  - c. Metered aerosols
  - d. Nebulisers
  - e. Enteral medication – PEG, Naso-gastric Tube – Jejunum or Duodenum
  - f. Topically applied medications - creams, ointments and lotions
  - g. Space inhalers and Turbo-halers
  - h. Suppositories or ordered rectal medication
  - i. Suppositories or ordered vaginal medication
  - j. Trans-dermal medication patches
7. participant: means the person, participant or consumer receiving community service or support.
8. Registered Nurse: means a person who has completed the prescribed educational preparation, demonstrated competence for practice, and is registered and licensed with the Australian Health Practitioner Regulation Agency (AHPRA) as a registered nurse.
9. Blister pack: means a sealed oral medication pack prepared by a pharmacist (it is commonly referred to as a Webster Pack).
10. Box medication compliance aid: means a box with slots that can be filled with oral medication - it is divided into days and times - commonly referred to as a Dosette Box.
11. Own medication: means prescription or over the counter medication for the Participant.
12. Prompt: means encourage or remind Participant.

## Delegations

Roles	Responsibilities
Board of Directors	<ul style="list-style-type: none"> <li>● Endorse and ensures compliance with the Medication Policy and Procedure</li> <li>● Be familiar with the organisation's legislative requirements regarding medication management</li> </ul>
CEO	<ul style="list-style-type: none"> <li>● Lead the development of safe work practices that supports the recruitment, development and support of an appropriately qualified team</li> <li>● Manage and monitor compliance with this policy</li> <li>● Support staff competence and compliance with this policy and procedure</li> </ul>
Management	<ul style="list-style-type: none"> <li>● Manage and monitor compliance with this policy</li> <li>● Support staff competence and compliance with this policy and procedure</li> <li>● Enable the training and development of employees to effectively and safely meet the medication administration needs of participants</li> </ul>

Staff, volunteers, contractors and students	<ul style="list-style-type: none"> <li>• Comply with the Medication Policy and Procedure</li> </ul>
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### Procedures for all medication

1. All medication administration, assistance and prompting is to be recorded in the participants notes by the relevant worker.
2. Any medication incidents (e.g. wrong medication taken by participant) must be reported to the people manager immediately and reported on an Incident Report Form.
3. Medication assessment is completed as part of the intake processes for all participants that require administration, assistance or prompting in relation to medication. This is updated as and when necessary and in the annual review.
4. participant records should be consulted to provide further direction with regard to medication and dosages where necessary.
5. Support workers should only prompt participants to administer their own medication unless
  - a. medication administration is included in the care plan and expressly requested of the support worker
  - b. the support worker is deemed competent to do so, having received the required formal training or SAVVY training by an appropriate person.
  - c. where a support worker does more than prompt the participant, they should follow the below procedures for oral, non-oral and non-injectable medication
  - d. If the support worker prompts and, or witnesses the participant to take their medication, the support worker should still record this in the participant's notes and report any medication related incidents.

### Procedures for oral medication

1. Participant's own medication: In the case of a participant's own medication, a support worker:
  - a. May NOT fill a 'box' medication compliance aid (Dosette box)
  - b. May prompt the participant to take their own oral medication
  - c. Should take precautions to ensure that the medication is current
  - d. For prescribed medication - that the label correctly identifies the participant
  - e. The dosage on the pharmacy label is adhered to
  - f. Comply by the 10 Rights of Medication Management (see attachment)
2. A registered nurse is able to:
  - a. Fill a 'box' medication compliance aid (if required)
  - b. Provide training to the support worker on the administration of oral medication from a participant's labelled pharmacy container
3. A registered nurse or a person deemed competent by SAVVY:
  - a. Delivers competency-based training to the support worker on the administration of oral medication
  - b. Signs off on the competency of the support worker in their ability to administer oral medications safely and accurately
  - c. Has an Action Plan in place if an error should occur.

4. Support workers may administer, oral medication:
  - a. from a blister pack
  - b. from 'box' medication compliance aid filled by a pharmacist, doctor/dentist or registered nurse
  - c. directly from the participant's labelled pharmacy container
5. Support workers must:
  - a. Have completed competency-based training in the administration of oral medications that includes being informed and aware of the risks associated with altering the oral dose form of a medication
  - b. Be aware that they must ensure the proper use of medication
  - c. Report any changes or variations in the participant's health and wellbeing and medication orders to their supervisor
  - d. Report when medication is refused
  - e. Not give any medications to a participant that has not been ordered for that participant
  - f. Document the administration of medication as per the requirements of the service provider organisation
  - g. Report any medication errors
6. The safest form of oral medication is a blister pack, followed by administration directly from the participant's labelled pharmacy container.

#### Procedures for non-oral and non-injectable medication

1. Participant's own medication: In the case of a participants' own medication, a support worker who is NOT a registered nurse, endorsed enrolled nurse, doctor, dentist or pharmacist:
  - a. May provide any assistance as is necessary for the participant to take their own medication
2. At the participant's request, a support worker can administer some forms of medication, if every precaution is taken to ensure that:
  - a. The medication is current
  - b. For prescribed medication, that the label correctly identifies the participant
  - c. The dosage indicated on the label is adhered to
  - d. The medication is administered via the right route
3. Support workers must:
  - a. Have completed competency-based training and assessment in the administration of non-oral and non-injectable medications
  - b. Be aware that they have a responsibility to ensure the proper use of medication
  - c. Report any changes or variations in the participant's health and wellbeing and medication orders to their supervisor
  - d. Report when medication is refused
  - e. Not give any medications to a participant that has not been ordered for that participant
  - f. Not administer medication outside of their level of training and competency
  - g. Document the administration of medication as per the requirements of SAVVY and the care plan instructions.

### Medication management quality and safety

1. Medication management is included within SAVVY's risk assessment framework and policies
2. During recruitment and onboarding, a workers medication management skill, competence and qualifications will be assessed and recorded on the relevant registers
3. Training records for medication management will be maintained in each employees file and in the Professional development, training and competence register
4. SAVVY will carry out annual audits on participant service delivery and files. In the case of medication management, this will include:
  - a. Auditing of participant files to assess the completeness, validity and documentation of medication management plans and notes
  - b. Auditing a selection of support workers in their support of participants who have varying levels of medication management in their care plans

### References to other SAVVY policies and external sources

1. Org2.1 Risk Management
2. CS3.3 Participant Assessment and Support Planning
3. CS3.5 Participant Record Management
4. Org2.4 Registration and Licensing of Staff
5. HR1.5 Learning and Development
6. Medication Register

### Summary of attachments

1. 10 Rights of Medication Management

### Version Control

1. 1 April 2023 - New Policy Creation