



Medication Management Policy

Purpose and Scope

The purpose of this policy is to ensure Invicta Care promotes duty of care principles that require staff to maintain a high level of competency when reminding clients about, supervising the intake of or administering medication.

This policy and procedure applies to all staff and meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References for NDIS services. Relevant legislation, regulations and standards for Aged Care - Home Care are listed below. They should be read in conjunction with Invicta Care's Work Health and Safety Policy and Procedure.

NDIS documents relevant to this policy and procedure:

- Work Health and Safety Policy and Procedure
- Medication Charts
- Risk Register
- Workplace Incident Management Policy and Procedure
- Client Incident Management Policy and Procedure
- Medication Administration Record Log or Medication Management Form

Definitions

Medication Prompting - reminding or encouraging a person to take their medication. The person is still in control of their medicines, and may decide not to take them or to take them later. Prompting can be useful when a person knows what medicines to take and how to take them, but may simply forget the time.

Medication Assistance – includes collecting medication from a pharmacy, storing medication, opening containers, bringing medication to a person, opening bottles or packaging, reading labels and ensuring the person is taking medication at the right time and/or ensuring a person has a drink to take with their medication. As with prompting, the person is able to self-medicate and is in control of their medicines.

Medication Administration - If a person is unable to independently manage their medication, staff may need to ensure that the person gets offered or is given their medication.

Prescription only medication - Any medication listed in Schedule 4 or Schedule 8 of the NSW Poisons List and which is only available to the public on prescription by a medical practitioner or dentist.

POLICY

The health and safety of all Invicta Care Staff and clients is of utmost importance, including in the management and administration of clients' medications.

Invicta Care will assist clients to manage their medication based on the following order of preference:

1. the client manages all aspects of their medication;
2. the client is supported or assisted by their family or support network to manage all aspects of their medication;
3. the client manages their medications with Invicta Care Staff providing medication prompting;
4. the client manages their medications with Invicta Care Staff providing medication assistance; or
5. Invicta Care Staff manage and administer the client's medication.

When providing medication prompting, assistance or administration support, Invicta Care Staff must ensure the client consents to being helped and maintains responsibility for their health including their use of medication. If the client is a child their parent or guardian must provide this consent.

PROCEDURE

All clients requiring medication, regardless of the level of medication assistance required, must have a Medication Chart that contains a list of current medications (or any other pharmacy prescribed items) developed by a Medical Practitioner or Pharmacist, kept in their home and on their file. This list must be updated with any change in medications (or any other pharmacy prescribed items).

Staff must ensure they are never involved in the management of medication that is beyond their skills and training.

Staff must maintain up-to-date records of clients' medicines. NDIS Service Agreements, and Support Plans must include clear instructions, agreed with the client, about what steps staff will take to help the client with their medication.

The following documents must be used where Invicta Care Staff are providing medication support:

- Medication Prompt Record Log;
- Medication Assistance Record Log; or
- Medication Administration Record Log.

This enables direct care staff and registered nursing staff to ensure there are detailed records of each prompt/assist/administration for each client at each service/visit.

For all clients who require medication, the Director will include a Medication Plan in their Care Plan that includes:

- a description of key tasks;
- client's name and date of birth;
- client allergies and reaction to allergens;
- medication to be taken as per blister pack;
- dose to be taken;
- specific route;
- time to be taken;
- specific instructions regarding the medication, e.g. to be taken with food;
- commencement date of medication; and
- cessation or review date of the medication.

Staff must consult with the Director if they have concerns or questions about a client's medication. This includes where:

- a client needs to be monitored because of unstable health, where medication needs change on a regular basis;
- a client consistently displays inappropriate behaviour, such as taking too much medication, refusing to take medication, taking incorrect doses or misusing medication; or
- medication instructions are unclear, out of date, omitted or open to interpretation.

Medication is not under any circumstances to be given out or administered to a client by another client.

Clients Self-administering and Managing their Own Medications

Where possible, clients will manage and administer their own medication, or be supported by their family or support network to do so.

Where it is not clear whether a client is able to manage their own medication, a general practitioner, registered nurse or pharmacist must complete an assessment of the client's ability to self-medicate and provide it to Invicta Care in writing.

Clients Unable to Self-administer their Own Medications

Medication Prompting

Staff must:

- identify on the care plan that the client requires prompting to self-medicate at specific times;
- prompt the client to self-medicate at the specified times; and
- record each prompt in the client's Medication Management Form

Medication Assistance

Staff must:

- identify on the care plan that the client requires assistance to self-medicate at specific times;
- assist the client to self-medicate at the specified times in the way set out in the care plan; and
- record each instance of assistance in the client's Medication Management Form

Medication Administration

Staff who provide medication administration support will be provided with appropriate training including administration, monitoring, storage, side effects and documenting etc.

All medication must be administered in strict accordance with the directions of the prescribing medical practitioner or the manufacturer's directions.

All client medications are to be taken or administered from the original containers or packages in which they were originally dispensed. Where the client is not able to administer their own medication, this must be administered by staff trained in medication administration and be dispensed only from the client's Webster pack.

When administering medication to a client, staff must always comply with the six Rights of medication management:

- Right person: Check photographic identification on the medication packs or the client's file to ensure the medication is for the right person;
- Right medication: Check the name of the medication on the blister pack or medication packaging against the name on the medication chart for the person;
- Right dosage: For blister packs check that the right number of tablets or pills is contained in the blister. For other medication ensure the dose is clearly documented on the pharmacist's label attached to the medication;
- Right time: Ensure medication is being taken at the prescribed time. Some medications will have further instructions that must be followed such as, to be taken with food, 30 minutes before food or after other medications;
- Right route: Ensure medication is taken, applied or inserted using the prescribed route;
- Right record keeping: All instances of medication administration must be recorded in the clients' Medication Administration Record Log.