



Management of Medication Policy and Procedures

"I have the right to be supported with my medication management in a safe and effective manner, by trained and qualified workers"- client voice

Introduction

Play Grow Flourish clients may be required to take medications during the provision of support. Many clients will manage and take their medications independently, while others may ask for some form of support or assistance. This policy and procedure provide guidance and direction for staff and Team Leader in the administration of client's medication. At no point will medication be administered without the essential training of the person supporting the medication management process.

Scope

Play Grow Flourish is responsible for ensuring that all medications are correctly managed in accordance with this policy. This includes:

- Correctly managing documentation
- Safe, secure storage and handling of medication
- Safe support or administration by appropriately trained or qualified staff

Policy

Play Grow Flourish ensures that where a client requires assistance with their medication, the nature of the assistance will be recorded in detail and the client's consent confirmed. The medication will be managed and administered in line with the six (6) rights of medication and the processes outlined in this policy.

Procedure

Where a client has identified within the intake and assessment process that they would like support with Medication Management, Play Grow Flourish will seek information from the client that has been provided by the prescribing practitioner. This information must be no more than three (3) months old.

Play Grow Flourish (with the client, carer, or advocate's consent) will liaise with the family or support network, general practitioner, pharmacist, registered nurse, or an enrolled nurse to clarify aspects of the medication management, if it is unclear. The following principles are to be followed when administering all medication including topical medications, inhaled medications, and eye drops:



Safety considerations:

- Perform hand hygiene (See Infection Control and Prevention Policy)
- Confirm client ID utilising the process of 6 Rights of medication.
- Check allergy information listed on the medication chart against medication.
- Plan medication administration to avoid disruption:
 - Dispense medication in a quiet area.
 - Avoid conversation with others.
 - Prepare medications for ONE client at a time.

Step 1

Check the medication administration chart is consistent with instructions on the medication label or doctors' orders. Where the medication chart is not consistent contact the Team Leader who will contact the prescriber. Staff must ensure they perform hand hygiene before administering medication and wear appropriate PPE when administering topical medication.

Step 2

Perform the six rights of medication, this must be completed for each medication on at least two separate occasions-

- I. when the medication is taken out of its storage place
- II. when medication is being removed from packaging
and
- III. when taking medication to bedside (e.g., eye drops) where applicable

Six Rights of Medication:

1. Right person
 - Ask the client their first and last name and date of birth.
 - Does the order match the client?
2. Right medicine
 - Does the medication label match the order/ medication administration chart?
 - Be vigilant with look-alike and sound-alike medications, check expiry dates on packaging to confirm the medication has not expired.
3. Right dose
 - Does the strength and dosage match the order?
 - Is it half, whole, or multiple tablets/drops/dose?
4. Right time
 - Does the administration time match the order?



- Before administering a PRN medication, ensure specified time interval has passed and permission is sought from the Team Leader
- 5. Right route
 - Does the route match the order?
- 6. Right documentation
 - Document immediately after the medication is administered.

Staff must NEVER document that they have given a medication until they have actually administered it.

Step 3.

Administer medication as per instructions on the medication administration chart/ medication label.

Step 4.

Document administration on the client's medication administration chart, if a medication was refused or missed document this on the chart and contact the Team Leader

Step 5

Perform hand hygiene (see Infection Control and Prevention Policy)

Step 6

Return medication back to original storage place and monitor client for any side effects.

All Staff will follow the Management of Medication Policy by:

- Always ensuring to document all administration in the client's medication chart leaving notes in their file if they have any side effects or are not taking a medication.
- Ensuring the relevant completed medication chart is placed on the clients file at the end of each week.
- Ensuring safe and appropriate storage of medications in locked cash containers and locked cupboards where Play Grow Flourish is responsible.
- If staff are unsure about medication to always check with the Team Leader who will contact the pharmacist that is detailed on the medication label. Medication leaflets provide information on what the medication looks like, the side effects, storage information.
- Always checking they have the right person by checking their identifying characteristics and always checking allergies against medication.
- Confirming correct medications by checking the medication to be administered against what is listed on the medication chart; this could include counting the number of tablets in the Webster pack blister with what is documented on the



Webster pack medication sheet. Contact the Team Leader if there are any discrepancies.

- Following the '6 rights of medication administration' and if a medication is missed/forgotten or the client refuses medication to contact the Team Leader who will contact the clients GP, follow the incident report procedure, and complete an NDIS online incident report (where required).
- Always giving medicines listed in Behaviour Support Plans strictly according to the directions on the Behaviour Support Plan

PRN Medication/Chemical Restraint (Behaviour Support Plans)

Staff are to consult with a Team Leader before administering PRN Medications. Where a client has a behaviour support plan in place PRN medications are only to be administered in line with the plan as a last resort after consulting with the Director.

Safety

Clients are to be observed for any changes to their health status and, if noted, reported straight to the Director who seeks the advice of a professional.

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

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

Where a client is required to carry emergency medication for outings, the support worker must place the medication in a locked case. If a support worker does not remember the medication, it could result in disciplinary action.

Documentation

At the initial intake of a client two documents must be completed including:

- A Medication Administration Consent form that includes the client's consent to be assisted and for the administrator to contact the dispenser if there are adverse reactions.
- Medication Schedule and Administration Chart which contains all details about the medication administration requirements.

The medication administration chart will be held in a medication folder located in the respite accommodation office and a copy held on the client's file. On completion of stay the medication administration chart is to be scanned through to the client's file.



Staff are to record each client's administration on the client medication chart. This includes the date and time of medication administration along with their signature and printed name.

Staff must record any changes to medication or health issues in the client's file notes and follow up with the Team Leader who will contact the relevant person, carer or pharmacist for any additional information that may be required.

Any medication errors are to be recorded on an Incident Report Form. This will be recorded on the Incident Register and be reviewed by the Director for continuous improvement processes.

Adverse drug reactions

- Adverse drug reactions must be actioned immediately in line with Incident Management Procedures
- This must then be reported immediately to the Director.
- The Director will inform the general practitioner/nurse immediately and document actions taken in the client's health record.
- An adverse drug reaction is an incident and must be recorded on an Incident Form and in the client's health record, including symptoms and actions taken.

Medication errors

Any staff member who detects an error, including an error in dosage, time, frequency, or type of medication administered to, or taken by, a client must:

- Identify the nature of the error.
- Call an ambulance, as necessary.
- Notify the Director who will seek advice from a professional immediately.
- Follow the advice from the Director.
- Complete an incident investigation form.
- Monitor the client for any adverse events that may be caused by the error.

Medication disposal

All unused medication is to be disposed of by returning to a pharmacy who undertakes an incineration process to prevent medication from cycling back into the water supply.

Staff member training for medication assistance

Staff and Team Leader involved in assisting or supporting clients with their medication are trained in the steps to take in the event of an incident involving medication and understand the side-effects of medication.



Play Grow Flourish 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. Staff have relevant skills and experience, and a level of competency, to provide appropriate and safe support to a person with a disability.

Play Grow Flourish's staff participate in regular supervision by the Team Leader to affirm their knowledge and practice. Team Leader will also monitor expiry dates of training. Details will be recorded in staff files, where appropriate.

Definitions

Medication Management	Involves: <ul style="list-style-type: none">• Reminding, or prompting, a client 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



Responsibilities

The Director is responsible for:

- Ensuring the policy and procedure is reviewed annually or where there may be identified deficiencies in the process.
- Providing the necessary training to staff by a qualified person, which includes the effects and side-effects of medications and the safe and secure methods for medication storage, in addition to medication safety.
- Documenting staff levels of skill and knowledge of medication safety, storage, and administration through a yearly competency assessment

Team Leaders are responsible for:

- Monitoring training requirements for staff concerning medication supporting assistance and administration.
- Ensuring staff follow professional guidelines in the delivery of medications.

Staff are responsible for:

- Following the *Management of Medication Policy* and related medication policies
- Participating in annual training
- Providing services that are consistent only with their level of training and competence.
- Seeking advice from a Team Leader where doubt exists
- Following the instructions from the Medication Form and as per support plan requirements
- Seeking instruction from a Team Leader when a medication requires refilling.

Related policies and documents

- Medication Information and Consent Form
- Medication Administration Chart
- Incident Investigation Form
- Incident Register
- Privacy and Confidentiality Agreement
- Organisational Risk Register.



Review

Play Grow Flourish will review each policy through internal audit processes, client feedback or as contextual drivers determine the need for a review.

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