

# Medication Policy and Principles

## **Purpose**

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This document sets out the policy and principles supporting Woden Community Service (WCS) commitment to providing a safe and healthy environment for service users who may need medication while receiving WCS services, and to supporting WCS staff who may assist a service user with medication.

## **Scope and Definitions**

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This policy applies to staff who work for WCS and may be required to assist a service user with medication. This particularly applies to staff who work within the NDIS area, although may include staff in other areas as applicable. Children's Services have an Administration of Medication Policy their staff must follow.

WCS does not provide health care or clinical services. In addition, for the wellbeing of WCS staff and other service users, where a service user is unwell, particularly if with a potentially infectious disease, usually they would not access WCS services until they have recovered. See the Infection Control Policy and Procedure for more information.

While not a core role, in providing services to the community there are times service users may require WCS staff to administer or support a service user to take medication. This includes when a service user has a medical condition requiring medication on a regular or occasional basis and needs assistance, or when a service user experiences a medical episode that requires an urgent first aid response from staff.

### **Medication**

Medication (or medicine) is a chemical substance designed to have a therapeutic use. This includes substances for preventing, diagnosing, curing or alleviating a disease, ailment, defect or injury, or for influencing, inhibiting or modifying a physiological process.<sup>1</sup>

### **Pro Re Nata (PRN)**

Medication taken on a PRN basis is medication that is not needed or taken on a regular predetermined regular schedule, but is taken in response to particular symptoms or complaints.

### **Form of medication and route of administration**

Medications come in a variety of forms and are administered in different ways.

Examples of forms and routes of medication:

- tablets and capsules - oral
- wafers/melts or lozenges – oral
- liquids – oral
- topical creams – skin
- drops – eye or ear
- drops, sprays – nasal
- inhalants – oral or nasal
- transdermal patches – skin
- injections – various (e.g. EpiPen)

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<sup>1</sup> Ref: Therapeutic Goods Administration: <https://www.tga.gov.au/what-are-therapeutic-goods>

### **Medication support**

Medication support is prompting and/or assisting the service user with self-medication, which may involve:

- reminding and/or prompting the service user to take their medication
- assisting (if needed) with opening of medication containers/webster packs for the service user
- other assistance, not including administration.

When an employee is providing medication support to a service user, the service user retains all responsibility for their medications.

### **Medication administration**

Medication administration is actually giving medication and may involve:

- storing the medication
- opening the medication container
- removing the prescribed dosage
- giving the medication to the service user as per the instructions.

If WCS is providing medication administration, the WCS employee is responsible for ensuring that the service user takes their medications.

## **Policy**

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WCS is committed to the safety, care and wellbeing of all people accessing WCS services.

Where a service user requires medication while receiving WCS services, then WCS will work with the service user, and their guardian if applicable, to understand the requirements, agree on the process and document the arrangements and consent.

WCS will ensure that staff are trained and supported to be able to assist the service user with their medication safely and responsibly, where required.

WCS will keep records of all agreements regarding service user medication and all occasions where WCS staff assist a service user with medication.

WCS staff will promptly report any medical emergencies or incidents involved with medication assistance, in accordance with the Incident Reporting Policy and Procedures. WCS will then meet any external reporting requirements for the service.

### **Medication as a restrictive practice under a positive behaviour support plan**

WCS is committed to the promotion of improved outcomes for vulnerable people, whilst contributing to strategies that minimise the risk of inappropriate use and harm. Medication prescribed with a primary purpose of influencing a person's behaviour in response to behaviours of concern is considered a 'chemical restraint', as set out in the WCS Restrictive Practice Policy and in accordance with the requirements of the *ACT Senior Practitioner's Act 2018* and the *National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018*.

WCS staff will not administer any such medication without both a medication management plan and a positive behaviour support plan in place. For further details on restrictive practices and positive behaviour support, refer to the WCS Restrictive Practices Policy and the Working with a Positive Behaviour Support Plan Procedure.

## Principles

The principles set out here follow on from the broad policy statements below. Each service assisting service users with medication, whether supporting or assisting, has their own detail procedures and forms in accordance with these principles.

Principle	Explanation
<b>Prior agreement and authorisation</b>	<p>Where a service user has a medical condition or health care need that may require use of medication while accessing WCS services, the service user or their guardian should provide details before entering the service and updates when any changes. This may be in the form of a <b>medication management plan</b> completed by a doctor.</p> <p>Where a service user will require medication on an regular or PRN basis, then they or their guardian will provide <b>authority to administer medication</b>, setting out in detail the requirements and arrangements.</p> <p>PRN medication relating to a service user's behaviour must be approved through a <b>positive behaviour support plan</b>. For more information, see the Restrictive Practices Policy and the Working with a Positive Behaviour Support Plan Procedure.</p>
<b>Privacy and Confidentiality</b>	<p>All service users have the right to have their medical information protected by WCS. All staff involved in the service user's medication management plan are aware of their responsibilities in relation to the privacy rights of the service user. For more information, see the WCS Privacy Policy.</p>
<b>Service user/guardian responsibility for notifying and updating WCS</b>	<p>Service users, or guardians/parents, are responsible for:</p> <ul style="list-style-type: none"> <li>• providing WCS with as much notice as possible when they require WCS to provide medication support</li> <li>• completing the authorisation to administer medication form</li> <li>• notifying WCS immediately of any changes to their medication</li> <li>• notifying WCS immediately if their medical condition or treatment plan changes</li> <li>• ensuring that sufficient medication for the service user's specific health care need, allergy or relevant medical condition is at the service location whenever the service user is in attendance.</li> </ul>
<b>Staff training and support</b>	<p>All WCS staff who may be required to administer medication must have a current <b>first aid certificate</b> and have completed appropriate medication training. Additional training may be required, specific to the service area.</p> <p>Where supporting a service user who has a medical management plan and requirement for medication, the supervisor/manager will ensure that the staff members are aware of the plan and how to assist.</p> <p>Staff must be aware of and adhere to their scope of practice and individual role in medication management.</p>

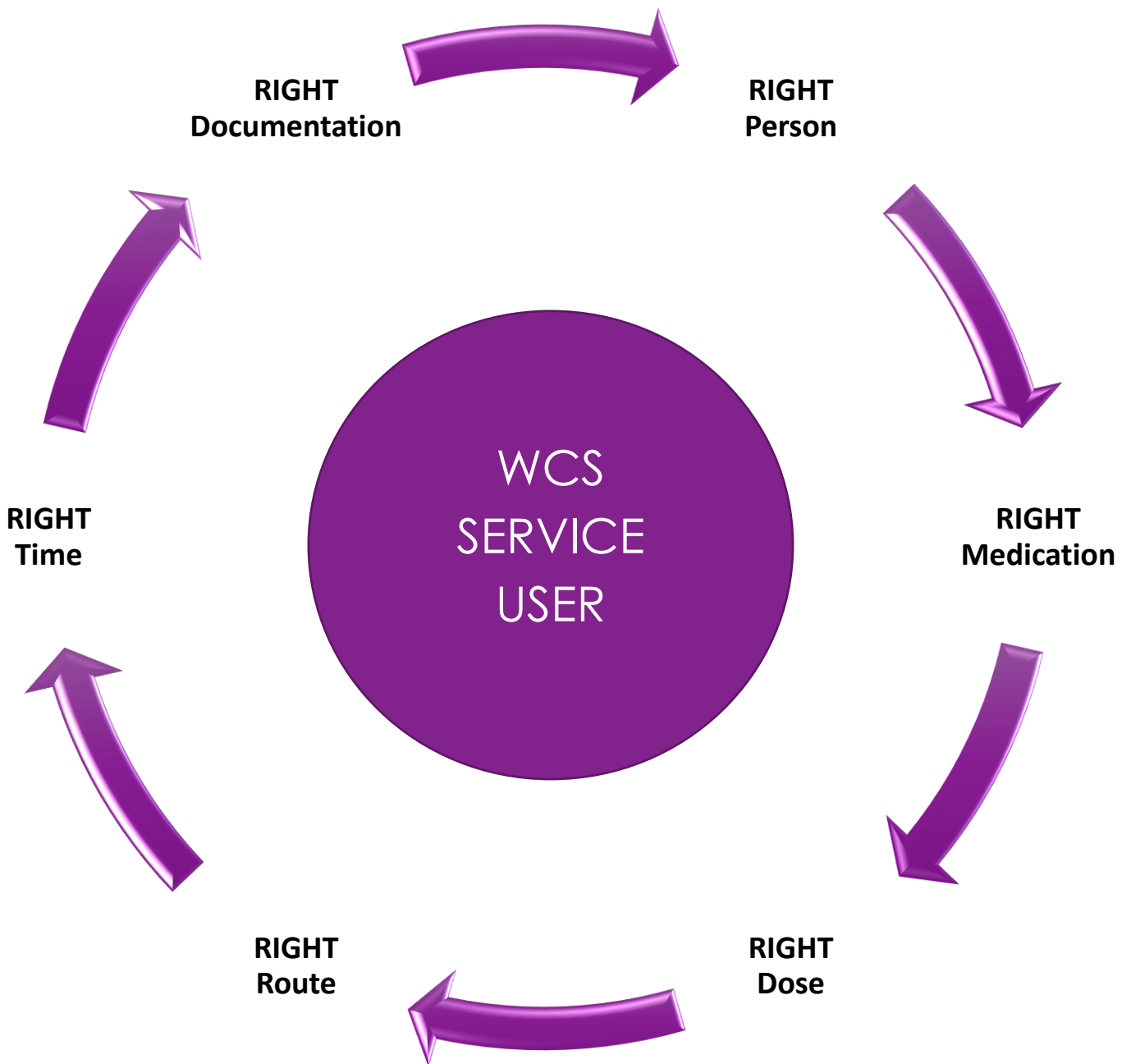
<p><b>Safe storage and disposal</b></p>	<p>Where WCS has responsibility for storing medication:</p> <ul style="list-style-type: none"> <li>• service users or their guardians must provide WCS with the required medication, in a secure and appropriate manner</li> <li>• WCS staff must ensure that the medication is stored safely and securely and cannot be accessed by other service users.</li> </ul> <p>Where the service user no longer requires the medication or ceases to receive WCS services, WCS will return the medication to the service user. If WCS is unable to return the medication to the service user, then WCS will give the medication to a pharmacy for disposal.</p>
<p><b>Appropriate assistance</b></p>	<p>WCS staff must use professional judgement (within the scope of their role) in deciding when a medication should or should not be given, including seeking advice from their supervisor when needed.</p> <p>WCS staff must respect the rights of service users and consult service users in relation to their medication management as appropriate.</p>
<p><b>Safe administration</b></p>	<p>Where WCS staff administer medication, then it must be in accordance with the <b>6 Rights of administration</b> and fully documented (the sixth right). Staff should consult the medication management plan and authority to administer medication to confirm the correct information.</p> <ul style="list-style-type: none"> <li>• Right person</li> <li>• Right medication</li> <li>• Right dose</li> <li>• Right route</li> <li>• Right time</li> <li>• <i>Right documentation</i></li> </ul> <p>There must always be <b>two staff</b> engaged with medication administration, with the second staff member verifying the accuracy of the 6 Rights. The second staff member may assist by phone if not able to be present.</p>
<p><b>Right documentation</b></p>	<p>WCS staff must document all instances where they have responsibility for assisting a service user with medication. All documentation must be in line with individual program processes and forms.</p> <p>It is not necessary, but is advisable, that staff document times when they support a service user with medication, where the service user is still responsible for their own medication.</p> <p>If WCS staff assist with medication in a medical emergency, it is essential that they document this on the service user's records as well as completing a WCS Incident Report.</p>

<p><b>Prompt response and reporting for medication incidents</b></p>	<p>If there is a medication incident or a service user has an adverse reaction to medication, staff should follow the WCS Incident Response Guide and notify their supervisor immediately. If necessary, the supervisor will call the Poisons Information Centre – 13 11 26 to get advice.</p> <p>Any use of medication relating to a service user's behaviour must be documented in an incident report, whether it was an emergency use or consistent with a positive behaviour support plan.</p> <p>Staff should complete a WCS Incident Report as soon as possible. Any incident reported to medication is considered 'critical' and 'reportable' incidents, and will need to be reported to the appropriate external body (following the process for the specific service area).</p> <p>Examples of medication incidents are:</p> <ul style="list-style-type: none"> <li>• giving medication to the wrong service user</li> <li>• giving the wrong medication to the service user</li> <li>• giving out of date medications</li> <li>• dropping the medication</li> <li>• giving the wrong dose to the service user</li> <li>• not giving all of the medication at the required time</li> <li>• giving medication at the wrong time or day</li> <li>• forgetting to give the medication to a service user</li> <li>• forgetting to sign medication charts</li> <li>• giving medication without appropriate assessments/plans in place</li> </ul>
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## The six rights administration

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WCS uses the six rights of medication administration to reduce the risk of medication errors and harm to service users and participants within the organisation.



## References and Resources

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### Internal

Infection Control Policy

Incident Reporting Policy and Procedures, Guide and Form

Complaints Policy and Procedure

Children's Services: Administration of Medication Policy

NDIS Medication Support Procedure

Service User Medication Management Plan – NDIS Services

NDIS Program Medication Error Monitoring and Reflection Form

Restrictive Practices Policy

Working Within a Positive Behaviour Support Plan Procedure (NDIS Program)

### External

Therapeutic Goods Administration: <https://www.tga.gov.au/what-are-therapeutic-goods>

Terminology for medication from the Code Tables: <https://www.ebs.tga.gov.au/>

Safe Disposal of Medication: <https://www.tga.gov.au/safe-disposal-unwanted-medicines>

National Disability Insurance Scheme Act 2013

National Disability Insurance Scheme (Code of Conduct) Rules 2018:

<https://www.legislation.gov.au/Details/F2018L00629>

National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018:

<https://www.legislation.gov.au/Details/F2020C00535>

National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018:

<https://www.legislation.gov.au/Details/F2018L00632>

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018:

<https://www.legislation.gov.au/Details/F2018L00633>

NDIS Quality and Safeguards Commission Practice Standards:

<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/ndis-practice-standards-and-quality-indicators.pdf>

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

<https://www.legislation.gov.au/Details/F2018L00633>

Incident management and reportable incidents (NDIS Providers)

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>

ACT Senior Practitioner Act 2018: <https://www.legislation.act.gov.au/View/a/2018-27/current/PDF/2018-27.PDF>

Australian Children's Education and Care Quality Authority, Reporting requirements about children

<https://www.acecqa.gov.au/resources/applications/reporting>

## Policy review

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### Current version

<b>Service line   Service area</b>	Disability, Mental Health and Aged Care	<b>Version</b>	1.1
<b>Process owner</b>	Director, Disability, Mental Health and Aged Care	<b>Date of issue</b>	Jan 2021
<b>Approved by</b>	Pam Boyer	<b>Scheduled review date</b>	Jan 2023

### Modification history (including current version)

Version	Date	Author	Approved by	Description of changes
1.1	Jan 2021	Leanne Heald, Manager, NDIS Julie Evans, Policy Officer	Pam Boyer, Director, Disability, Mental Health and Aged Care	New policy – based on Children's Service policy