

## 21.1 Medication Policy

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|---------------------|--------------|------------------------|-----------|
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| Drafted by:         | ML, BV, TVDB | Endorsed by Board on:  | June 2020 |
| Responsible person: | EO           | Scheduled review date: | Dec 2020  |

### PURPOSE

Some participants accessing Interchange IE services require the administration of medication. Interchange IE is committed to the health and safety of the participants accessing our services and to exercising the highest standards of duty of care. The administration of medication by staff is NOT recommended or encouraged, however in certain extenuating circumstances Interchange IE in collaboration with families/carers/advocates and staff will work to ensure the safe administration of a participant's medication where the family/carer/advocate is not available to administer the medication, as long as appropriate training has been provided to staff.

### SCOPE

Interchange IE requires all staff, families and participants to adhere to the Interchange IE Medication policy to ensure the safe administration of medication.

The administration of medication carries legal obligations for staff (duty of care). Families also provide staff with a high level of trust and responsibility to administer medications safely.

### POLICY

The administration of medication to an Interchange IE participant is by exception only and must be approved by the General Service Manager after consideration of any risk before any medication administration support can commence. A current participant support plan, medication assistance record and staff training plan must be completed for any participant to whom medication is to be administered.

This policy aims to ensure families provide and keep current the authorised Interchange IE medication form which includes comprehensive health and medication information for the support of their child/young person. Interchange IE staff are required to ensure a current medication form is available to accompany the administration of all required medications for participants.

Responsibilities of each party are outlined below.

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### SUPPORT STAFF

Interchange IE staff are required to meet the following responsibilities when administering medication:

- Have a full understanding of the Interchange IE Medication Policy and Medication Administration Procedure
- Staff must not perform tasks beyond their knowledge, skills, experience and training
- Only administer medication that meets the Interchange IE packaging requirement in a blister pack (E.g. Webster Pack)
- Prior to the administration of a PRN medication Support Staff must call the On-Call number to request approval to administer the PRN
- Have full access to all current and accurate medication forms
- Meet workplace health and safety responsibilities, which include taking reasonable care for/of their health and safety while at work and taking reasonable care that their acts or omissions do not adversely affect the health and safety of other persons
- Demonstrate practice of the Seven (7) Rights of medication administration
- Keep current any relevant training, including First Aid and CPR qualifications
- Reflect on their skills, experience, knowledge and limitations and inform Interchange IE if they do not understand or feel competent in performing tasks required of them in the administration of medication.
- Utilise the Interchange IE On-Call number – ph. 0438 369 811 for support and direction regarding the administration of medication if required
- Attend or complete training as reasonably requested by Interchange IE
- Report all incidents and near misses immediately to Interchange IE On Call

### VOLUNTEERS

Volunteers must **not** perform tasks beyond their knowledge, skills, experience and training, or expectations of the volunteer role. The administration of medication is **not** part of the volunteer role, and families are not supported in making these requests of any volunteers.

### PARTICIPANTS AND FAMILIES

By accepting support from Interchange IE, participants and families/carers/advocates agree to comply with the requirements of the Interchange IE Medication Policy. Failure to meet the requirements of this policy will result in services being withheld including the withholding of administration of medication until safe to do so.

Interchange IE will require Doctor's orders be provided for participants with any medication requirements. Families/carers/advocates must supply these documents when requested, failure to meet this request will result in service being withheld. Doctor's orders that are provided on a template from another organisation may be accepted if all required elements align to Interchange IE requirements to safely administer medication.

Specifically, participants and families/carers/advocates must:

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- Provide Interchange IE with up to date medication documentation as a priority
- Provide Doctor's order as requested
- Complete medication assistance record required by Interchange IE for medication to be administered.
- Ensure that all medication information including the medication record is provided to Interchange IE before the medication is administered.

Deadlines are as follows: For group activities the ongoing medication assistance record must be provided to Interchange IE at the commencement of support and maintained as current. For 1:1 support Interchange IE, must receive a copy of the current medication requirements via the online submission process.

- Ensure that all medications are packaged to meet Interchange IE requirements see 'Medication Packaging Requirements' below
- Refrain from requesting support staff to perform tasks beyond their knowledge, skills, experience and training, or in contravention of this policy
- Demonstrate a full understanding and acceptance of their responsibilities regarding this policy

Please note if assistance is required with any part of this policy, please contact Interchange IE. We can provide assistance with translations or the support of an interpreter if required.

### INTERCHANGE IE MANAGEMENT

Interchange IE has a duty of care to both participants and staff regarding the administration of medication. Interchange IE will undertake the following:

- Ensure that all staff employed have a suitable level of competency to provide appropriate and safe support to a participant. This includes mandatory first aid training and where applicable Medication Administration training or specialised individualised support for a participant with complex support requirements.
- Respond to feedback and complaints promptly
- Ensure that employees are supported to report any breaches of this policy and procedure
- Maintain a register of employees' qualifications and current competencies
- Ensure that any changes to the medication policy and procedures are communicated to all stakeholders
- Interchange IE will not expect employees to perform tasks beyond their knowledge, skills, experience and training
- Regularly review and evaluate the organisation's medications administration practice for outcomes and follow-up where required, e.g. review of incidents
- Review the collection of data in relation to all incidents involving medication errors, near misses and adverse medication events as a quality control to reduce or eliminate the risk of future incidents
- Enforce the requirements of this policy, including withholding service if required
- Meet the requirements of relevant legislation and standards

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### MEDICATION PACKAGING REQUIREMENTS

For any circumstance where Interchange IE staff will be required to administer medications, they must be provided in a blister pack that includes current photographic identification. (i.e. Webster Pack - a sealed blister pack of medications dispensed by a pharmacist). Photographic identification may be in colour or black and white, if not able to be part of the blister pack it may be securely attached in the form of an identification tag. This includes prescribed and PRN medication. A complete blister pack must be supplied, partial or broken blister packs will not be accepted. Full blister packs with all recipient identification information, applicable medications and instructions must be available to Interchange IE staff to ensure safe and accurate administration. There are NO exceptions to this protocol.

Medications in the form of ointments, lotions, sprays or liquids may be supplied in original packaging but these must meet the following standards:

- have participant's name clearly shown, as the prescribed user
- have no damage to packaging or medication
- not be past the expiry date
- list the dispensing pharmacy and prescribing doctor
- have dosage and route clearly prescribed

### DISPOSAL OF MEDICATIONS

All Interchange IE staff and families should be aware that medication must be disposed of safely and in a manner, which is not harmful to the environment. Out-of-date or superseded medication, including blister packs, must be returned to the pharmacy for safe disposal by the participants family/carer/advocate.

### MEDICATIONS

All Interchange IE staff, participants and families must be aware that Interchange IE has specific guidelines and requirements for some medications.

**Midazolam** – Interchange IE's policy is that staff must NOT administer Midazolam to participants due to the associated risks of administration. Where a participant may have this medication prescribed to them, if the need arises, staff are instructed NOT to administer Midazolam. They must call 000 immediately.

**Restrictive interventions** - PRN medication administered for Behaviour Support (chemical restraint) must be reported to both Interchange IE management and the participant's family/carer/advocate. It must be documented through incident reporting stating the reason for the medication administration, time and observations after administration. Interchange IE are committed to the minimisation of the use of restrictive interventions and complies with requirements of the NDIS standards. See Interchange IE Restrictive Interventions Policy.

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**Schedule 8 (Controlled Drug)** –Families/carers/advocates must seek prior written approval from Interchange IE for any administration of a Schedule 8 medication. Staff MUST NOT administer any Schedule 8 medication without full written approval and instruction from Interchange IE. Examples of schedule 8 drugs are: Methadone, Oxycontin and Morphine

**Self-Administration** – If participants are to self-administer medication, Interchange IE must be supplied with a supporting letter from the prescribing GP confirming the capability of the participant to self-administer. Where participants are cleared for self-administration of medication, Interchange IE staff will provide verbal prompts to the participant to ensure administration is completed. A record of the self-administration will be documented (time, date, participant name) by the Interchange IE staff member.

**Crushing of Medication** - All tablets and capsules should be swallowed whole whenever possible. Some tablets are not suitable for crushing because they are formulated to release the drug over time after being swallowed. Families must provide Interchange IE with Doctor's approval for crushing of medication where they have indicated that a medication is to be crushed before administration. Support Workers are not to crush medications without the Doctors approval letter. Families must provide their own crushing equipment which is solely used and suitable for this purpose.

Families/carers/advocates or participants must not request staff to perform tasks beyond their knowledge, skills, experience and training. Only Interchange IE staff trained to administer medication through gastrostomy tubes (PEG Feeding) may do so.

### TRAINING

All Interchange IE support staff must maintain current First Aid and CPR qualifications and attend any training as requested to support their role in the administration of medication to a participant.

Where a participant has complex medication requirements staff may require additional training to provide safe support and administration to the participant. Families may be asked to assist with the provision of training for supporting staff.

### DOCUMENTATION

Participants/Families/Advocates - Medication Assistance records are to be submitted electronically; these will be provided by email from Interchange IE.

Staff - Medication Administration record must be completed in electronic form at the time of medication administration, this will be made available via the Formsite App. Staff must complete a record for each medication administered including PRN medication. Staff are to note that approval for administration of a PRN medication must be gained from the On-Call phone number prior to administration, On Call will also keep a full record of the approval. Documentation of this approval must be noted in the electronic Medication Administration Record.

In the case of failure of an electronic system staff must contact On Call for instructions.

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### **DEFINITIONS**

Medications may take the form of liquid, tablets, capsules, drops, lotions, ointments, creams, and sprays. Medication may be administered orally, through gastrostomy tubes (PEG), inhaled or applied topically.

Different types of medication referred to in this policy are below:

**Prescribed** – medication taken to treat specific conditions or control behaviour. This usually refers to medication prescribed by a medical practitioner (doctor) but may include a nurse practitioner, dentist or optometrist. Interchange IE requires all prescription medication to be prescribed by one of the above for administration; any medication not documented on a participant's medication management form will not be administered.

**Non-Prescribed** – medication taken to support general health. E.g. vitamins

**Pro Re Nata (PRN)** – medication to be administered as required for specific conditions. E.g. Allergy or Asthma, or for general conditions e.g. paracetamol for pain.

**Restrictive Intervention** – medication prescribed to modify behaviour is classified as a chemical restraint and is subject to 'restrictive intervention' procedures. This type of medication may be prescribed as a PRN. This type of medication must have an associated Behaviour Support Plan with approval by the treating doctor.

**Schedule 8 (Controlled Drug)** – Schedule 8 are substances and preparations for therapeutic use which are likely to be abused.

**Self-Administration** – when a participant can safely administer their own medications.

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### **RELATED LEGISLATION AND POLICIES**

Guiding Principles for Medication Administration in the Community (2006) Australian Pharmaceutical Advisory Council.

HACC Guidelines

NDIS Quality and Safeguards Commission

### **RELATED DOCUMENT**

Medication Assistance Record

Restrictive Interventions Policy

Participant Support Plan

Staff Training Matrix