

Policy 2.15 Customer Medication

DATE OF BOARD ENDORSEMENT	July 2010	(Reserved for Board)
LAST REVIEW DATE	MAY 2016	
NEXT REVIEW DATE	MARCH 2018	
CURRENT VERSION	V1.4	

Reference Documents

- National Standards for Disability Services (Standards 1, 3 & 6)
 - The Disability Services Commission Serious Incident Reporting Policy
 - Nurses Act 1992
 - Poisons Act 1964
 - Poisons Regulations 1965, updated 1994
 - Medications Administration Guidelines, Nurses Board of WA 1999
 - HAAC Medications Administration Policy, WA Department of Health
 - Certificate III CHCCS303A Module Provide Physical Assistance with Medication within the Australian Qualification Framework
 - Interchange Customer Medication Management Plan
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Policy Statement

People with disabilities and their carers have a right to independence and to participate in the community. Customers should be encouraged to maintain their independence, including managing their own medicines, in a safe and effective manner.

In support of these beliefs, Interchange employees will support customers who self-medicate subject to the policy and procedures outlined in this document.

Interchange employees will:

- Have access to training to ensure they have appropriate skills and knowledge to support customers who self-medicate.
- Only **administer** medication in emergency situations (**see Definitions**) or where administration has been approved by the CEO.
- Abide by Interchange Policy & Procedure with regard to Customer Medication Management.

Interchange is committed to ongoing continuous improvement in supporting customers who self-medicate.

Definitions:

Medication Support is prompting and/or assisting the customer with self-medication, and may involve:

- Reminding and/or prompting the customer to take the medication.
- Assisting (if needed) with opening of medication containers for the customer.

- Any other assistance not involving medication administration.

If Medication Support is being provided the customer retains all responsibility for their medications.

All Interchange employees are authorised to support customers with self-medication limited to the actions indicated by the above bullet points only.

Medication Administration is the actual giving of medication, and involves:

- Storing the medication.
- Opening the medication container.
- Removing the prescribed dosage.
- Giving the medication directly to the customer as per instructions.

If Medication Administration is being provided, the Interchange employee is responsible for ensuring that the customer takes their medications.

Interchange employees are authorised to 'administer medication' when the CEO has specifically approved the administration of medication to specified customers. Where this approval has been given only trained staff will be used to service those customers and the details of both the customers and the trained staff will be recorded in a register maintained by the Manager – HR & Training.

Medication may also be administered in an emergency situation under the guidance of telephone support services accessed by calling 000 and asking for an ambulance and medical support. An 'emergency' is defined as a serious, unexpected situation considered by the support person to present an actual danger to the customer's health and well-being.

Procedures

- Interchange employees will not administer medication to customers unless there is a medical emergency that may result in possible illness, injury or death and the customer is unable to administer their own medication.
- Where a situation arises that an Interchange employee believes that they need to administer rather than support – and the situation is not a medical emergency - they must first contact their Interchange Line Manager or the Customer's primary carer, parent or guardian for advice and instruction.
- Unless staff have received appropriate training in the administration of medications they are not deemed competent to undertake the administration of medication unless during a medical emergency.
- A Customer Medication Consent Form must be fully completed by the customer, before Interchange agrees to assist in the support of customer medications.
- All customers requiring assistance with the support of their medications will have completed an individual Medication Management Plan, which is signed by the customer.
- Customer Medication Management Plans must be kept on file and be available for reference as necessary by Interchange staff.
- In conjunction with Interchange, the customer will develop the Customer Medication Management Plan which will detail each of the medications that the customer is currently self-administering. This will include:
 - ✓ Customer's name and date of birth;

- ✓ Customer allergies and reaction to allergens;
 - ✓ Each medication to be managed;
 - ✓ Dose to be managed;
 - ✓ Time and method to be managed;
 - ✓ Impact if medications are not administered on time;
 - ✓ Impact if medications are not administered at all;
 - ✓ Specific instructions regarding the medication, *eg* to be taken with food;
 - ✓ Commencement date of medication; and
 - ✓ Cessation date, or review date, of the medication.
- Customer medication will only be supported by Interchange staff if it is stored in a medication aid (such as a blister pack prepared by a pharmacist) as these aids are considered to minimise the risk of potential errors.

Each Interchange employee assisting in the support of customers who self-medicate will strictly adhere to the:

- ✓ Interchange Customer Medication Policy (Interchange Policy 2.15)
- ✓ Individual Customer Medication Management Plan (Form: I-OPS-2010-0036)
- ✓ Medication Incident Guidelines (Definitions and Procedures as attached to Policy 2.15)
- ✓ Customer Medication Record (Form I-OPS-2016-05)

MEDICATION INCIDENT GUIDELINES

Definition of a Medication Incident:

A medication incident is any event where the expected course of events in the support of customers who self-medicate is not followed. It can include the following:

- Medications assigned to the incorrect customer
- Incorrect medicine being taken by the customer
- Incorrect dose being taken by the customer
- Incorrect time of medicine
- Incorrect route of medicine
- Spilt or dropped medicine
- Out of date medicine
- Missing medicine
- Lack of documentation such as a doctor's prescription for the medication, the Medication Management Plan, the Medication Record (if required)
- Breaches of the Interchange policy and guidelines
- Customer refuses medication
- Incorrect storage of medications
- Incorrect supply of medications from the pharmacy.

Medication Incident Procedures

In the event of an incident in the support of customers who self-medicate the Interchange employee will:

- ✓ Remain calm and call an ambulance if the customer is in distress or showing signs of being unwell.
- ✓ Administer Emergency First Aid if required.
- ✓ Call their Interchange Line Manager to seek further advice and report the incident.

- ✓ Observe the customer for changes in behaviour or well-being as a result of the incident and report these to their Interchange Line Manager.
- ✓ Reassure the customer and do not leave the customer until instructed to do so by their Interchange Line Manager.
- ✓ Record the incident in the customer's records and on the customer Medication Record.
- ✓ Complete an Interchange Incident Form and forward to their Interchange Line Manager who will ensure that and the relevant carer, family, or guardian is fully informed of the incident.