

MEDICATION

POLICY

Riverlink Interchange Incorporated (Riverlink) recognises that some individual participants will be taking prescribed medication to support their health and well-being. Riverlink acknowledges their right to health and well-being whilst wishing to minimise the need for Riverlink support staff to administer medication.

Thus, to the greatest extent possible, parents/carers/guardians are advised that it is preferable for any medication to be given to participants by their carers (parents or guardian) prior to or after Riverlink activities are scheduled.

Where this is not possible medication will only be administered by volunteers and support workers, who have received medication administration training. A Webster pack will be used to administer 'tablet' medication.

Riverlink is committed to the safe handling, storage and administration of medication.

Support staff will only administer medication to participants when it has been prearranged and documented through a Riverlink Service Coordinator and in accordance with Riverlink's relevant procedures.

DEFINITIONS

Medication – Any substance that is supplied by a pharmacist or doctor or dispensed by a pharmacist on the prescription of a doctor, or supplied directly by a doctor and has a label attached to it.

Medication Administration - providing the patient with a substance prescribed and intended for the diagnosis, treatment, or prevention of a medical illness or condition. The actual giving of medication (via what ever form is directed e.g. orally, by inhaling) and ensuring that the substance has entered the participant's body – it involves:

- storing the medication
- opening the medication container
- removing the prescribed dosage
- and giving the medication to the participant as per instructions

Medication Management - Medication management is the facilitation of safe and effective use of prescription and over-the-counter medicinal products. It encompasses the activities that are performed to assist the participant in achieving the facilitation of safe and effective use of prescription and over-the-counter drugs. It involves:

- the prompting and/or assisting the participant with self medication
 - reminding and/or prompting the participant to take the medication
 - assisting (if needed) with opening of medication containers for the participant
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- and other assistance not involving medication administration

Non Oral Medications – Medications taken topically (such as creams), inhalers, metered aerosols, drops, patches, PEG.

Oral Medications – Medication only taken by mouth.

Prompting – Assisting participants in taking their medication by either reminding or prompting, which includes staff pushing the medications directly from a Webster Pack into the participant's hand.

PRN – Pro re nata, a Latin phrase which refers to medications prescribed for use 'as needed' or 'as required', and is a dosage of prescribed medication that is not scheduled.

Self-Administration and Management - A participant who is said to self-administer and manage his/her medication/s includes:

- an individual who needs no assistance or support from staff members/volunteers/support workers to administer medication
- where relevant Riverlink will require a letter from the participant's Doctor notifying that a participant has appropriate training/skill to assume responsibility for the management of his/her own medication
- an individual who can instruct and supervise their staff members/volunteers/support workers to carry out tasks such as removing one or more prescribed tablets or capsules, from the Webster Pack and placing the prescribed medication/s in the participant's hand or mouth
- Riverlink staff/volunteers/support workers will properly supervise, document and record self-administration and management of medications by the participant

Webster Pack - a sealed oral medication pack prepared by a registered Community Pharmacy (Registered Retail Pharmacy/Chemist) according to the participant's Doctors prescription or Doctors orders to the pharmacist. Medication is divided up into groups of tablets/capsules to be taken by the participant on certain days and at specific times. The Webster Pack must be fully labelled by the pharmacist.

PROCEDURES

SAFE MEDICATION HANDLING

Support Workers must ensure safe medication handling as medication can have a significant impact on the wellbeing of the participant. The Support Worker needs to check:

- The right medication
- The correct dose
- The correct participant
- The correct method of administration

- The correct time
- The completion of documentation

Support Workers need to contact the on call service coordinator should there be any doubts about the administration of prompting of medication to a participant.

MEDICATION ADMINISTRATION

Where Riverlink has agreed to the administration of medication by Support Workers to participants during periods of support, the following conditions will be met:

At Assessment/Review

1. An "Administration of Medication Agreement" form will be completed by the parent/carer/guardian at the time the participant's Assessment form and support plan is developed or reviewed or at anytime medication changes. This will be stored in their participant file at the Riverlink office.
2. A Medication Management Plan and Charts document will be completed by the Doctor. This indicates the participant's name, medication name, description of the medicine, dose and time of administration for all regular, short term and/or PRN medications and treatments.

For group activities, Service Coordinators will place the form in the program folder for the activity. If the appropriate form is not provided prior to the event, the parent/carer/guardian will decide either if the participant is to attend the activity without medication being administered or if the participant is not to attend the program.

Riverlink service coordinators will ensure that the medical information on participants is updated upon annual review, and more often if required. No medication or treatment will be administered or administration assistance provided unless it is written on the Riverlink Medication Management Plan and Charts document with a current parent/carer/guardian person responsible signature and date.

ADMINISTRATION OF MEDICATION FROM A WEBSTER PACK

Riverlink staff/volunteers/support workers will support participants to take, or administer prescribed medication. The staff/volunteer/support worker will:

- ensure there is an observer to the administration of the medication
- wash and dry hands thoroughly and put on gloves
- take Webster pack (and water if required) to the participant
- check the Webster pack for the person's name and photo (photo should be current and be a good likeness of the participant)
- check the name of the medication, the number of tablets, the description of the tablets, the time it is to be given and any special instruction, such as to be taken with meals

- check Webster pack for the correct day and time
- remove the contents of the appropriate Webster pack into a pill cup or similar container. Do not handle the tablets
- check that all medications have been removed from the Webster pack
- check that the recipient of the medication is the correct person
- administer the medications
- check that the person has swallowed all the medications
- having dispensed the participant's medication, re-check each Webster pack to ensure that all medications have been correctly administered
- return Webster pack to the medication cupboard/bag
- lock the medication cupboard/bag
- enter the details of the person who administered the medication and the person observing the administration of the medication
- record the date and actual time administered on the Riverlink Medication Management Plan and Charts document, in accordance with the Records Management policy (Ref: 1.19)

ADMINISTRATION OF LIQUID MEDICATION

Liquid medication is not supplied using the Webster systems. The previous checking process remains the same; however the administration procedure for liquids varies as follows:

- ensure there is an observer to the administration of the medication
- wash and dry hands thoroughly and put on gloves
- check the label on the bottle against the participant's medication chart to ensure that the name of the medicine, strength, amount, and time is correct for that participant
- shake the bottle to mix ingredients (or as per label instructions)
- hold measuring glass at eye level and pour from the bottle with the label uppermost to avoid staining the label or use syringe
- measure the required amount of the liquid
- administer the medication to the participant ensuring that there is no spillage and that all the medication has been swallowed
- clean the neck of the bottle with a cloth (not water) and firmly replace the lid
- before replacing the bottle in medication cupboard/bag, check again that the name of the medicine, strength, amount, and time is correct for that participant
- lock the medication cupboard/bag
- enter the details of the person who administered the medication and the person observing the administration of the medication
- Record the date and actual time administered on the Riverlink Medication Management Plan and Charts document, in accordance with the Records Management policy (Ref: 1.19)

ANTIBIOTICS AND SHORT TERM MEDICATION

These medications are usually packed by the pharmacy similarly to regular medication. Details of antibiotics / short-term medication are provided with dose, frequency and method of administration.

The Riverlink Medication Management Plan and Charts document must include any antibiotics and short term medication to be administered. This includes inhalers, nebulisers, eye/ear drops etc.

PRN (USE AS REQUIRED) MEDICATION AND TREATMENTS

The term PRN refers to medications that are to be administered on an 'as required' basis, for example, creams for the treatment of skin rashes, and paracetamol.

The Riverlink Medication Management Plan and Charts document must include any PRN medication to be administered and must specify the name of the medication / treatment, when the medications are to be given, the dose, the route or how the medication is to be administered.

Riverlink reserves the right to decide on a case by case basis whether or not it is appropriate and safe for staff to assist participants with consumption of "PRN" dose medication, no matter the method of administration. This will be dependent upon the Support Worker's training and the type of medication to be administered. For example:

- A puffer (e.g. asthma medication)
- A topical application (e.g. creams)
- A tablet (e.g. Panadol)
- In liquid form (e.g. cough mixture)
- An Epi Pen medication for anaphylactic shock

For activities of longer than 24 hour duration e.g. overnight accommodation at Riverlink Cottage, camps, etc., permission to administer Panadol on a PRN basis is to be included in the camp application form completed by Carers.

COMPLETED FORMS

Following a group activity, completed forms are to be returned with the Program Folder to the Riverlink Office. Completed medication forms will be archived by Riverlink for the relevant statutory period, in accordance with the Records Management policy (Ref: 1.19).

EXTENDED ACTIVITIES

For activities of longer than 24 hours duration e.g. overnight stays at Riverlink Cottage, camps, etc. the responsible Service Coordinator must prepare:

- | A listing for each day of the date-specific medications required by each of the care recipients;
- | Instructions as to which support staff are authorised to administer medication; and
- | A PRN medication sheet.

Support staff should also complete a "Panadol Administration sheet" as required.

REFUSAL OF MEDICATIONS

- the participant has a right to refuse medication
- try to determine why they are refusing to take the medication
- if the participant is confused, gentle persuasion may help, or wait a little while and try again
- if the participant is mentally alert try to persuade them
- contact the parent/carer/guardian to let them know that the person is refusing the medication or has not taken the complete dose.
 - ask if a delay in administration of the medication may cause adverse reactions
 - Ask for suggestions to encourage the care recipient to take their medication and
- If the parent/carer/guardian advises that a missed dose does not matter, then further attempts to administer the medication are not needed.
- if it is essential for the participant to take the medication and the participant continues to refuse the medication, inform their parent/carer promptly and
- complete a "Refusal of Medications" sheet and phone On call.

COMPLETE DOSE NOT TAKEN

If the participant spits out some or all of their medications, or vomits their medication:

- put on gloves and safely dispose of the medication
- reassure the participant and help clean up any vomit
- try to determine why the participant could not take their medicine, for example, the person may be unwell or the tablet may be too large to swallow
- contact the parent/carer/guardian to determine if the medication must be re-given and
- complete a "Refusal of Medications" sheet and phone On call.

MEDICATION ERROR

If medication is given to the wrong participant, at the wrong time, or from the wrong Webster pack;

- reassure the participant
- try to identify which medicine(s) have been given

- seek urgent advice from the **Poisons Information Centre – 13 11 26**, participant's GP or pharmacist
- ring the On Call or Operations Manager and seek assistance
- do not induce vomiting unless advised to do so by a health professional
- in an emergency ring for an ambulance
- document in participant's progress notes and on an 'Incident form'

STORAGE OF MEDICATION

Appropriately packaged medication is received from the Carer and stored as follows:

For activities longer than 12 hours

Support staff must check medication against the preprinted list of medication and initial the list.

Medication is then stored in a combination-locked suitcase or locked cupboard.

For other outdoor activities

Support staff are to carry needed medication in a separate compartment of the Riverlink backpack. Medications requiring refrigeration should be supplied by the parent/carer/guardian in a suitable thermal container.

STAFF TRAINING

Riverlink staff/volunteers/support workers who will be involved in administering medications will attend mandatory training on medication administration and have be deemed competent.

Related Forms:

Medication Management Plan and Charts document

Administration of Medication Agreement

Refusal of Medications Sheet

Panadol Administration Sheet

Related Policies:

1.19 Records Management

2.14 Privacy, Dignity and Respect

2.18 Allergy

Relevant Standards:

NSW Disability Service Standards:

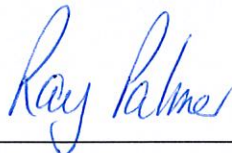
- Standard 1: Rights
- Standard 2: Participation
- Standard 5: Service Access
- Standard 6: Service Management

National Standards for Disability Services 2013:

- Standard 1: Rights
- Standard 2: Participation
- Standard 5: Service Access
- Standard 6: Service Management

Legislation:

- Disability Services Act (NSW) 1993
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Inclusion Act 2014
- Disability Inclusion Regulation 2014
- Health Records and Information Privacy Act 2002 (NSW)
- Home Care Service Act 1988 (NSW)
- Privacy Act 1988 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Privacy Code of Practice (General) 2003
- Public Health Act 2010 (NSW)
- ADHC Policies (*)
- Client Risk Policy and Procedures Apr 2012
- Epilepsy Policy Apr 2012
- Health Care Policy and Procedures Apr 2012
- Medication Practice Manual May 2016



Ray Palmer
Executive Officer

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