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**Medication Management Policy and Procedure**

**Purpose**

Participants may take medication to assist their health, and some may need assistance from workers to take this medication. So that CAPS may ensure the highest level of care, this policy and procedure will assist workers in their knowledge of medication administration.

**Scope**

So that CAPS may ensure a high level of care, the policy and procedure will be adhered to when managing medication. CAPS will ensure that all documentations is updated and that staff have are appropriately trained and have knowledge on the medication they are administering.

**Policy**

CAPS do encourage participant independence and therefore encourages participants to manage their own medication if they are able to. Due to the age of the participants that CAPS works with, however, workers may be required to assist with participant medication.

For workers to be able to administer medication, the Medication Risk Assessment and the Medication Consent Form must be completed.

Every participant that requires medication must have each of their medications recorded in the Participant Medication Log.

CAPS workers will be required to record each time they administer medication to the participant in the participants Medication Administration Register.

If a medication is changed then the Change of Medication Form is completed, and the appropriate documents are updated.

If an error is made, then the Medication Incident Form is to be completed and the correct process is followed.

**Definition**

Medication support:

* Reminding participants to take their medication
* Assisting in retrieving medication
* Other assistance, not involving medication aid

Medication assistance:

* Storing medication
* Opening medication containers
* Retrieving prescribed dosage
* Administering medication inline with instructions

**Roles and responsibilities**

CAPS:

* Has created policies and procedures for medication administration and acts associated
* Provides the necessary training and information to workers administering medication
* Will document the level of experience and training a worker has in medication administration
* Will ensure that medication is only administered by staff with the level of training and experience needed
* Will provide workers with clear instructions and information on how to administer the medicine, under the consent of the participant. Examples of what information will be provided is:
  + Name of medication
  + Type of medication (e.g. tablet, liquid)
  + Dosage
  + How to administer
  + Times to administer
  + Potentially allergies or reactions to the medication (especially any that the participant has experienced in the past)
  + Symptoms of an overdose
  + Emergency contacts for medication

Support workers:

* Frequently update their knowledge on documents related to medication administration
* Participate in any required training
* Provide high quality service
* Make any doubts know and seek advice from a knowledgeable source (e.g. the participants parent/caregiver)
* Follow the instructions provided to them
* Ensure that all documentation is completed

**Procedure**

CAPS will discuss all aspects of the medication with the participants parent/caregiver. If further guidance is needed, CAPS will contact the participants general practitioner or pharmacist (with participant consent).

Workers administering medication will:

* Identify the participant
* Ensure that the medication is in date and the name on the medication belongs to the participant
* Administer the medication as directed
* Record the administration
* Monitor the participant for any side effects

**Safety considerations**

Workers will monitor participants health and alert their supervisor and the participants parent/caregiver of any changes in health status.

If the participant refuses administration, then the worker will alert their manager and the participants parent/caregiver. If it is necessary, the participants doctor, or pharmacist will be contacted.

In the case of tablet or capsule medication, workers should monitor the participant to ensure that the medication has been consumed. In the case that the participant does not consume the medication because it has been dropped or spat out, the tablet or capsule should be disposed of and a new tablet or capsule should be given. This should be monitored in the log.

Workers will not withhold the participants medication unless told to do so by an authorized authority (Doctor, pharmacist, registered nurse, manager). Medication may be withheld due to a change in the participants health status and CAPS has been instructed to withhold medication upon this happening.

Medication administered to participants should be stored correctly. When workers are retrieving medication, they should check the label for information on how it should be stored and ensure that the location the medication was retrieved from is suitable.

**Documentation**

The worker is to record the medication administration in the Participant Medication Log.

If any incidents occur, then a Medication Incident Report Form should be completed and submitted to management.

Before workers can administer medication, the Medication Consent Form, Medication Risk Assessment and Medication Administration Register should be completed.

Any changes in medication should be recorded through the Change of Medication Form and then corrected in the Medication Administration Register. A new Medication Risk Assessment and Medication Consent Form must be completed if a new type of medication is introduced.

**Adverse drug reactions**

* Workers must immediately report an adverse drug reaction to their manager and to the participants parent/caregiver
* The manager will immediately contact the participants general practitioner and document the actions taken
* The worker will need to complete a Medication Incident Report Form.

**Medication Errors**

When an error is identified the worker will:

* Identify the nature of the error
* Notify their manager and the participants parent/caregiver
* Follow the advice given by their manager
* Complete a Medication Incident Report Form
* Monitor the participant for any reaction that may have been caused by the error

**Staff training**

Staff working with a participant will have the relevant skills to administer their medication. Any specialty training needed for administering medication will be completed through a Registered Training Organisation (RTO).

Staff will be required to have a full knowledge of the participants medication (dosage, what its for, side-effects, times of administration, emergency contacts) before administering medication for the participant.

CAPS will ensure that all necessary staff hold a first aid and CPR qualification, so they are able to respond correctly to any adverse reactions.

Workers will be required to annually update their knowledge of medication administration to ensure a continued high-level knowledge of procedure. All training that workers complete will be recorded in their staff file so that CAPS is able to match participants with appropriate workers.

**High-risk medication**

Appropriate workers will be trained on the risks associated with the high-risk medication a participant is consuming. Workers will always follow the PRN protocol.

Appropriate workers will be trained to complete a PRN Care Plan and a PRN Intake Checklist, when required by a participant.

When needed due to the specifications of a participants support plan, CAPS will train appropriate workers on the following topics:

* PRN psychotropic medications
* Schedule 2 medicine (over the counter pharmacy medicine)
* Schedule 3 medicine (pharmacist only medicines)
* Schedule 4 medicine (prescription-only medicines)
* Schedule 8 medicines (controlled drugs)
* Cytotoxic medications

**Related Documents**

Complaints and Feedback Policy and Procedure

Complaints and Feedback Form

Human Resources Policy and Procedure

Incident Investigation form

Medication Incident Report form

Incident Register

Medication Risk Assessment

Service Agreement

Privacy and Information Management Policy and Procedure

Incident Management Policy and Procedure

Annual Training Plan

CAPS NDIS Worker Induction Checklist

Medication Consent form

Medication Administration Register

Participant Medication Log

Change of Medication form

Compliance Risk Register