

	ONE2ONE POLICY			
	Title	Medication Management	Policy No	50
	Indicator	CM4 – Provisions of Support	Review Date	19/06/24

1. PURPOSE AND SCOPE

This policy provides guidance on medication management including storage, administration and documentation to minimise risk of inappropriate use or harm. As some medications are potentially dangerous, all medications must be treated with due care and safety.

One2One supports Consumers in a way that maximises their health outcomes, whilst ensuring safeguards and meeting legislative requirements. Historically, medications have been prescribed to control the behaviour of people with disabilities which is now considered a restricted practice. One2One therefore must understand the context of the medications that are administered as well as have processes to ensure they are administered correctly.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

2. POLICY STATEMENT

To reduce the likelihood of medication errors during administration, One2One will adhere to the seven rights of medication which are recommended when administering all types of medication:

1. right person
2. right medication
3. right dose
4. right time
5. right route
6. right reason
7. right documentation.

3. DEFINITIONS

PRN stands for pro-re-nata and is medication taken as needed such as Panadol, anti-inflammatories and anti-histamines.

Webster Pak (also referred to as a Blister Pack) is a system to manage medications, by pre-packing a week's worth of tablets in an easy to administer pack, segregated into a board which is in a calendar format, with times of days and dates.

S2 medications are pharmacist only. These can be purchased at a licensed retailer and must be stored securely away from public access.

S3 medications are pharmacist only. These are dispensed in a pharmacy, often called 'behind the counter' drugs or medications.

S4 medications are prescriptions only. These are dispensed in a pharmacy with a GP or doctor's prescription.

S8 medications are controlled prescription drugs.

4. POLICY CONTENT

One2One will adhere to the following principles:

- prescribed or routine medications must be packaged in a Webster Pack or its originally dispensed packaging, where this is not practical such as liquids or sprays
- staff to follow rules of hand hygiene before administering medications
- all medications must only be used in accordance with their prescribed instruction
- medication must only be administered to one consumer at a time
- before administering a medication to a consumer, staff will check expiry date of PRN or liquid medication to ensure in-date status
- staff will not dispense any medication from a damaged Webster Pack (or liquid/ spray bottle)
- medications which must be in their original dispensed packaging (not a Webster Pack) include:
 - PRN medications such as Panadol etc.
 - liquids and syrup
 - granules and powders
 - creams and ointments
 - nasal sprays, nebulisers and inhalers.
- where PRN medication is required, staff must follow instructions from the original packaging in consultation with the consumer, family and/or Service Coordinator and keep a record of dosage and time of administration
- medications can be dangerous and can cause adverse side effects or reactions; staff will be trained to look out for abnormal reactions, allergies, hypoxia, behavioural changes or loss of consciousness
 - if conditions or reactions escalate, staff will call Triple Zero (000) and apply emergency First Aid.

Medication consent

- consumers are encouraged and supported to manage their own medication and consent for its use
- if One2One staff are administering a medication, consent is required before a consumer can receive medication, except in an emergency
- written consent by a parent is required if we are to administer medication to a consumer who is under the age of 18
- If consent is not given by a consumer, staff must alert their Service Coordinator immediately and complete a Consumer Incident Report Form.

Storage of medications

Directives in this section are regarding the storage of S2, S3 and S4 medications

- all medications must be stored in a secure location
- a risk assessment and appropriate action should be undertaken if it is identified that the security and storage of medications presents a potential risk to the consumer, staff member or One2One.

Medication disposal

- medication that is expired, unused, damaged/contaminated or no longer required must be returned to a pharmacy for safe disposal
- medication for disposal must not be:

- placed in rubbish bins
- washed down the sink
- flushed down the toilet
- sharps disposal containers should be securely stored.

Medication responsibilities for staff and volunteers

- Medication Administration training is mandatory for personnel administering medications
- must comply with and follow One2One's Medication Management Policy and Medication Protocols
- ensure the safe storage of medications
- ensure the safe disposal of expired or contaminated medications and medications no longer required
- be familiar with the consumer's known behaviours in order to understand their usual behavioural patterns and report any unusual behaviours or adverse side effects
- when supporting consumers to purchase over the counter medication, ensure the pharmacist knows what prescription, over the counter and alternative or complementary medicines (vitamins) the consumer is already taking
- promptly report any concerns, issues or incidents to Service Coordinator
- seek advice from Service Coordinator if ever in doubt about their own medication knowledge, skills or capabilities.

Medication responsibilities for management

- ensure all staff involved in supporting consumers with medication administration are appropriately trained and kept up to date with relevant legislation and professional standards, including the provision of One2One's Medication Management Policy and Protocols
- provide adequate resources to enable training, assessment and reassessment of staff involved in supporting consumers with medication administration
- provide appropriate support, direction and referral to staff in the event of medication concerns, issues or incidents
- report any incidents of misuse or misappropriation of medication to the relevant authorities.

5. SCHEDULE 8 MEDICATIONS

One2One **must not** assist consumers with schedule 8 medications without approval of the CEO. These medications can cause dependence and pose a risk of misuse and diversion. Where One2One personnel are approved to assist with the administration of schedule 8 medications the following additional safeguards must be in place:

- All staff and volunteers administering schedule 8 medications must complete training as directed by One2One and be deemed competent to do so.
- Schedule 8 medications must be securely stored in a locked location such as a safe or lockbox to prevent unauthorised access.
- Access to this locked location must be limited only to those who require it.
- Staff and volunteers must record the following each time a schedule 8 medication is administered:
 - When the medication was administered
 - How much was administered
 - How much medication remains
 - Who administered the medication
 - The signature of the person who administered the medication
 - Where possible, the Consumers signature to confirm they received the medication

- At regular intervals, Service Coordinators will be required to check these records against the amount of medication held in the locked location to identify any misuse or diversion.

6. RELATED DOCUMENTS

- Infection Control
- Medication Protocols
- Regulated Use of Restrictive Practice
- Waste Management
- Subcutaneous injections

7. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One



MEDICATION PROTOCOLS

The following outlines key protocols that must be applied to services where a One2One consumer is supported to administer medication:

1. Staff, consumers, and their family or representative must be familiar with One2One's Medication Management Policy and where medication is managed for a consumer, staff should be provided a copy during consumer orientation process.
2. All consumers who take medications on a daily basis must have medication dispensed by a pharmacist in a Webster Pack
3. Consumers or staff are to request Pharmacies supply medication charts with the Webster Pack
4. Staff must ensure medication charts are completed and include details of all treatments. Charts must be signed by supporting staff when they are:
 - a. Required to take medication from the pack and oversee the consumer taking their medications (both routine and as prescribed medications and treatments)
 - b. Provide observation only, to ensure the consumer takes their medication
 - c. Provide reminders to the consumer to take their medication and observe this happen
 - d. Assist with any medications and treatments either routinely or as prescribed (this includes antibiotics, painkillers and prescribed or over the counter treatments recommended by a GP, and other prescribed medication outside of a Webster Pack such as liquids or spray)
 - e. Where medications are dispensed to Webster Pack and collected from the pharmacy with the consumer, staff must check the pack for accurate currency and dispensing of all medications.
5. If a medication is missed or dropped and can't be located:
 - a. Staff must contact the poisons information line and seek and follow advice
 - b. Alert their Service Coordinator immediately via text or email
 - c. Document actions in consumer notebook/ diary
 - d. Complete a Consumer Incident Report Form.

POISONS INFORMATION CENTRE

13 11 26

Available 24 hours everyday