ABN: 14 658 901 289

Company Name: Hope Disability Support Pty Ltd

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**Module 4.3:**

**Medication Management**

April 2022

# MEDICATION MANAGEMENT POLICY AND PROCEDURE

## Policy and Procedure

This policy and procedure outline the specific measures and practices Hope Disability Support Pty Ltd and its workers will implement to ensure the medication of participants is managed in a safe, ethical, and effective way. This ensures all workers of Hope Disability Support Pty Ltd adhere to the standards and guidelines set out in this policy and procedure, allowing them to deliver quality services of care safely and accordingly.

Hope Disability Support Pty Ltd and its workers understand the importance of enforcing safe practices when administering medication to participants, and ensuring participants are aware of their ability to be in control of the administration of medication.

Hope Disability Support Pty Ltd will utilise specific Medication Management methods which ensure the participant's needs and requirements are the priority and ensure all workers of Hope Disability Support Pty Ltd maintain reliability when utilising these practices.

This extends to all workers and meets relevant laws and regulations and standards.

## Definitions

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| Prohibited | The term prohibited refers to something that has been forbidden or banned. When something is prohibited, it’s not allowed. |
| Chemical Restrictions or Restraints | Chemical restraint is not a form of treatment. Rather, it is medication given primarily to control a person's behaviour, not to treat a mental illness or physical condition. Rather, chemical restraint occurs when medication is intentionally given to exert control over a patient's movements or behaviour. |
| Medication Prompting | In terms of this policy and procedure, medication prompting refers to reminding participants of the time and reminding them to take their medication. Participants have the right to refuse medication or decide when to take them. |

## Policy

Hope Disability Support Pty Ltd and its workers understand and recognise the importance of implementing the necessary measures to ensure medication is administered in a manner that is reliable, safe, and in accordance with the regulatory guidelines. Hope Disability Support Pty Ltd’s workers will also ensure the safety and health of all persons within Hope Disability Support Pty Ltd is recognised and considered at all times.

When administering or managing medication, workers will ensure to follow the participant's Medication Management Checklist and the Medication Plan and Consent Form when doing so. By following these documents, workers can ensure the appropriate medication is administered, with the appropriate dosage, in a safe and reliable manner. The administration of medication to participants allows workers to gain an understanding and increase their skills in administrative procedures.

In addition to this, Hope Disability Support Pty Ltd’s practices and operations are set to a standard that is per the regulatory guidelines set out in the NDIS Quality and Safeguarding Framework.

Hope Disability Support Pty Ltd must ensure that all standards are met in conjunction with the regulatory guidelines in a safe and appropriate method regarding the administration and supervision of medication.

Hope Disability Support Pty Ltd’s Management recognises the importance of ensuring workers are supported when unsure of how to properly and safely administer a certain type of medication. In these situations, workers should be able to ask questions, raise concerns and queries, and receive a truthful response. Management is responsible for ensuring workers delivering care are provided with the necessary training and information to support the administration of medication.

Hope Disability Support Pty Ltd and its workers are responsible for notifying each individual of the procedures involved with medication treatment. When supporting participants with managing their prescriptions, Hope Disability Support Pty Ltd can only do so according to the following preferred order:

## Procedures

Hope Disability Support Pty Ltd and its workers recognise the importance of ensuring medications and treatments are administered in a manner that is safe, effective, and suitable to the individual. To ensure this is done to a high standard, Hope Disability Support Pty Ltd will utilise this procedure as a guideline when administering and managing medication of participants.

Medications taken by participants must only be administered if it is in the original packaging distributed by a pharmaceutical practitioner and belongs specifically to the individual. When administering medication or supervising a participant while self-administering medication, workers must ensure the dosage, manufacturers conditions and instructions provided on the packaging are strictly followed. Hope Disability Support Pty Ltd will ensure under no circumstances is another individuals medication to be given to another participant.

Hope Disability Support Pty Ltd will utilise the Medication Management Checklist and the Medication Plan and Consent Form to ensure all forms of medicine participants require are documented and stored in the participant's file.

**Training and Development Requirements of Workers**

Hope Disability Support Pty Ltd recognises and understands the importance of ensuring an effective process is implemented when hiring new individuals, to provide these individuals with the relevant skills, knowledge and strategies that allow them to deliver quality care when managing medication safely. Management of Hope Disability Support Pty Ltd will ensure to monitor workers and perform regular performance reviews to ensure all workers understand Hope Disability Support Pty Ltd’s expectations and standards of performance during work. By doing so, Hope Disability Support Pty Ltd can confirm that their workers obtain the necessary qualifications and skills to manage medications safely and effectively.

Workers who have a higher qualification are eligible to partake in the management of medication as it is within the boundaries of their capabilities. A person who holds a higher qualification such as a Registered Nurse, obtains the necessary skills and knowledge to manage and administer medication to participants safely. Workers with a higher qualification partake in an annual evaluation to determine their level of knowledge and skills.

Hope Disability Support Pty Ltd must ensure all workers participating in the management of medication obtain the qualifications required to manage participants medication safely. Hope Disability Support Pty Ltd will ensure this is done through a Registered Training Organisation (RTO). Additional training may be required if a worker does not obtain the required knowledge and skills to adhere to the care and well-being of participants to ensure services of care are delivered to a high standard. The required qualifications and training are first aid training (possibly further certificates of asthma, anaphylaxis and CPR), the correct methods in assisting participants with medication management, consumption or information/knowledge. All workers should present strong knowledge of the contraindications, precautions, dosage and side effects of medications the participants are consuming.

In addition to this, Hope Disability Support Pty Ltd’s workers who partake in the management of medication are expected to undergo refresher training to rejuvenate their knowledge and skills every 3 years. All new practices should be addressed and understood by all workers taking the course.

There are certain circumstances in which Hope Disability Support Pty Ltd’s workers are expected to undergo training. Below outlines these circumstances, however, are not limited to:

**Forms of Management**

Assisting with Medication

The Medication Management checklist should be utilised for all participants to ensure the appropriate measures and practices are adhered to and implemented when workers assist participants. Participants who self-administer medication should be supported in the technical activities associated with administering or managing their medications.

There are certain practices and measures implemented within the framework of Hope Disability Support Pty Ltd to ensure participants can safely administer and manage medications. Below outlines, the duties of Hope Disability Support Pty Ltd’s workers to ensure participants are supported; however, is not limited to.

Administration of Medication

Hope Disability Support Pty Ltd recognises and understands that some participants may require more assistance than others. To adhere to this, workers of Hope Disability Support Pty Ltd will determine where to provide support on a case by case basis. To do this, participants will undergo assessments that thoroughly assess their level of independence. This allows workers to determine the amount of assistance a participant may require when administering medication.

The Medication Plan and Support Plan will outline the detailed procedures of supporting the individual, which Hope Disability Support Pty Ltd’s workers will follow if a participant is deemed unfit to administer medication or effectively manage their medication safely. These documents also specify the duties and responsibilities of workers when administering medication to participants.

All medications participants require must be supplied by a pharmaceutical or health practitioner. All mediations should be documented, including any new adjustments made to the collection of the participant's medications. In addition to this, workers must ensure all medications are retained in the original packaging and stored securely and safely. Prior to the approval of administration, Workers must ensure the medication was directly issued by the participant's health care professional.

Workers of Hope Disability Support Pty Ltd should always aim to effectively enforce the training and skills acquired when managing and administering medication to participants. In addition to this, all workers of Hope Disability Support Pty Ltd will consult with participants and assess the procedure to encourage participation in effectively managing and administering medication. Participants decisions regarding medication management should be evaluated and considered, and workers of Hope Disability Support Pty Ltd should arrange the necessary supplies for participants, where required.

Hope Disability Support Pty Ltd understands the importance of ensuring that the administration of medication is performed in a manner that does not affect the health and safety of participants and others. To ensure this is adhered to, workers are obligated to monitor participants when administering medication. Below outlines the specific guidelines Hope Disability Support Pty Ltd will follow to ensure the health and safety of all participants is maintained.

To ensure Hope Disability Support Pty Ltd provides the most effective, safe, and quality management and administration of medication, workers are expected to monitor participants when self-administering medication. To do this, Hope Disability Support Pty Ltd workers will follow the guidelines outlined below before managing or administrating medications; however, are not limited to:

Hope Disability Support Pty Ltd’s workers will ensure all of the guidelines outlined above are completed prior to administering medication to participants. Under no circumstances are Hope Disability Support Pty Ltd’s workers to administer medication to a participant who is in an unconscious state fully and not fully aware of the processes involved in administering the medication. These states include if a participant is:

* Sleeping or fatigued
* Nauseated
* Distorted

Workers must ensure participants are aware, understand the process involved and are fully conscious.

In addition to this, Hope Disability Support Pty Ltd will utilise the 8 Rights of Medication to ensure the appropriate methods and practices are used when managing and administering medication. This tool is utilise by a variety of providers and is widely recognised. The eight rights to medication are outlined below:

Participants should be informed that refusal to take medication may result in contacting their health practitioner and the completion of a Medication Incident Report. Hope Disability Support Pty Ltd and its workers understand and recognise that all participants have the right to refuse medication; however, they will strive to ensure the safety, health and well-being of all participants is adhered to.

**Prompting Medication**

Hope Disability Support Pty Ltd recognises the importance of maintaining individuality and independence, thus, will effectively prompt participants to administer medication and to carry medication with them. To ensure this is done to the most effective and supportive manner, Hope Disability Support Pty Ltd’s workers will ensure to:

* Refer to the participant's Support Plan for details regarding time of day to remind participants of administering their required mediations.
* Refer to the participant's Medication Management Checklist to ensure correct medication is administered in the appropriate dosage, using the appropriate procedures.
* Remind participants of the current time
* Remind participants of their upcoming medications they should administer.

Hope Disability Support Pty Ltd recognises and understands that participants may choose to take their medications at a different time more suitable to them. Workers should respect this decision and assist participants where necessary.

Hope Disability Support Pty Ltd understands that there are certain restrictions involved in prompting participants, in which these restrictions will be adhered to and followed by all workers delivering quality care. Below outlines the specific limitations of Workers when promoting participants in the safe management and administration of medication:

**Determining Participants Capability**

Hope Disability Support Pty Ltd and its workers are committed to encouraging participants to maintain individuality when self-administering and managing medications. Hope Disability Support Pty Ltd’s workers will ensure participants utilise the appropriate methods that are likely to increase their ability to be responsible for their own administration and management of medication.

If workers of Hope Disability Support Pty Ltd have a valid reason to believe participants are incapable of safely administering and managing their medication, a certified medical practitioner will be required to execute a capability assessment to determine the participant's abilities, knowledge, and skills. These assessments should be executed if the participants physical or mental state alters to ensure they obtain the necessary skills and knowledge for the safe management of medication.

**Consent**

Hope Disability Support Pty Ltd and its workers recognise the importance of ensuring all actions and practices are approved by the participant or their advocate, in written form. To ensure this is done, Hope Disability Support Pty Ltd will implement and enforce the necessary measures and practices to ensure no actions are taken without the approval of the participant.

If a participant is unable to provide Hope Disability Support Pty Ltd with consent, their advocates, representatives, or family member may provide consent on behalf of the participant. In these instances, the person who provides the consent must ensure the decision reflects the best interests of the participant.

Prior to completing the Medication Forms, Hope Disability Support Pty Ltd must ensure written consent has been provided through the Consent Form and Medication Plan. This piece of documentation outlines the following:

* Participants requirements and needs in relation to their medication.
* The required technique of administration and types of medication.
* Participants written approval of administration of medication by Hope Disability Support Pty Ltd’s qualified workers.
* Workers authorisation.

Hope Disability Support Pty Ltd and its workers must ensure all participants are informed of the procedures and practices used to effectively manage and administer medication in a way that is comprehendible to the individual.

**Participants Unable to Self-Administer and Manage their Personal Medications**

Hope Disability Support Pty Ltd and its workers are dedicated to ensuring participants receive quality care and support when administering and managing medications. Hope Disability Support Pty Ltd and its workers recognise that some participants may be incapable of safely administering and managing their medication; thus Hope Disability Support Pty Ltd’s workers must ensure they obtain the necessary skills and qualifications to assist participants.

Hope Disability Support Pty Ltd’s workers will utilise the Medication Management Checklist, Medication Plan and Consent Form, and the Support Plan to ensure the correct medication is administered in the appropriate dosages, when necessary. Participants must provide written consent on these documents, which can be withdrawn at any time.

If a participant refuses to take their medication, there are certain measures Hope Disability Support Pty Ltd must take to manage the incident. Hope Disability Support Pty Ltd’s Management should document the event using the Workplace Incident Report, which should be stored in the participant's file. Hope Disability Support Pty Ltd’s Management is obligated to inform the participant's medical practitioner after the incident has been assessed and documented.

**Participants Self-Administration and Management of Personal Medication**

Hope Disability Support Pty Ltd understands and recognises the importance of ensuring participants are capable of administering and managing their personal medications safely. Hope Disability Support Pty Ltd and its workers are dedicated to ensuring both workers and participants implement safe practices and procedures.

To determine participants capability of administering and managing their medication independently, Hope Disability Support Pty Ltd’s workers will assess participants frequently and make a decision on whether they are capable or require assistance. Participants whose mental or physical state has been modified or changed in any way, should be assessed to determine their capability of continuing to self-administer and manage medication effectively.

Participants who wish to self -administer or manage their personal medication are required to provide Hope Disability Support Pty Ltd’s Management with a written endorsement. This document confirms that the individual obtains the necessary knowledge and skills to manage and self-administer medication effectively. In addition to this, Hope Disability Support Pty Ltd may request a recommendation letter from the participant's medical consultant or representative to further confirm the capability of the participant to administer and manage personal medication and prescriptions safely.

To ensure all participants who are capable of self-administering and managing their personal medications and prescriptions, Hope Disability Support Pty Ltd and its workers will ensure the following, however, is not limited to:

* Ensure participants have the opportunity to administer and manage their own medication.
* Ensure participants use medications that are in the original packaging.
* Ensure participants store and administer medication according to the manufacturer’s instructions.
* Ensure participants are supervised when self-administering medication. When supervising participants, workers must ensure the medication being administered is accurate and verified before giving the participant approval.
* Ensure all medications are stored in a safe and secure location and following the required storing of the medicine. Participants and unapproved personnel should not be able to access the medications.

**Safe Storage of Medications**

All relevant persons of Hope Disability Support Pty Ltd acknowledge and accepts their liability for storing participants medication safely, securely, and accordingly. If a participant condones workers of Hope Disability Support Pty Ltd to manage and store their medications, they are responsible for ensuring the methods that ensure workers implement safe and secure storage. In addition to this, participants must ensure their medication has not been tampered with or diminished in any way.

When workers store participants medications, they must ensure to adhere to the instructions of the manufacturer, as well as the pharmaceutical practitioner to ensure the safest and effective practices of storage are enforced. All administrative tools prescribed by the pharmacist should be stored accordingly and in a safe manner. All participants medications will be stored individually and away from food or toxic compounds. Medications should be stored in a location that is inaccessible to children.

Workers will ensure to store medications in a lockable location (e.g. filing storage, cabinets) and thus only accessible to the workers. Workers supporting the management of medication should possess a key. If a key is lost or misplaced, Hope Disability Support Pty Ltd is required to organise replacement locks and keys to ensure no unauthorised persons access the medications.

When storing medications, Hope Disability Support Pty Ltd understands that certain medications require certain temperature levels. All medications that require a controlled temperature are to be stored in the appropriate location (e.g. Fridge). Workers must ensure this location does not pose a risk to the condition of the medication. This means there should be no possible leakages of other fluids; the location should be organised neatly and not contain objects that may damage or break the packaging of the medication.

If a participant decides to accept full responsibility for their own medications, they should ensure no other person is able to access the medications. This includes visitors, families and other participants attending Hope Disability Support Pty Ltd.

If a participant’s medication needs to be relocated or transported, Hope Disability Support Pty Ltd must utilise the appropriate procedure to do so. Medication should be arranged into a container that is sealed and in good condition.

**Disposal of Medications**

Hope Disability Support Pty Ltd will ensure the procedures used to dispose medications safely. These procedures are further outlined in Hope Disability Support Pty Ltd’s Waste Management Policy and Procedure. Hope Disability Support Pty Ltd understands the importance of ensuring no harm, damage or loss has been caused to individuals or the environment as a result of unsafe disposal of medications. To adhere to this, Hope Disability Support Pty Ltd will follow the necessary procedures when disposing of medications to ensure the environment is not negatively impacted or damaged.

If a participant no longer requires a certain medication, they are obligated to inform Hope Disability Support Pty Ltd’s workers, who will then submit the medication to the pharmaceutical practitioner for appropriate disposal. Workers of Hope Disability Support Pty Ltd must ensure all medications are stored individually and are prescription medications. In addition to this, Hope Disability Support Pty Ltd’s workers must return all medication at the end of their service of care.

**Medication Modifications**

Hope Disability Support Pty Ltd recognises the importance of ensuring approval is obtained prior to altering a participant’s medications. To ensure this is adhered to, Hope Disability Support Pty Ltd’s workers will obtain written consent from the participants medical or pharmaceutical practitioner or their support worker. Once written consent has been obtained, workers should ensure to modify the current Medical Plan and Consent Form of the participant to ensure the accurate updates have been documented.

Hope Disability Support Pty Ltd and its workers acknowledge the possible toxic repercussions or negative implications of modifying participants medications and will ensure to enforce the necessary practices to minimise, eliminate or manage these possibilities.

Possible modifications made to a participant’s medication are outlined below; however, are not limited to:

* Crushing tablets.
* Separating pills.
* Dissolving tablets without the intention of dishonesty.
* Halving consumption of dosage.
* Withholding medication.

When managing and administering medication to participants, Workers must ensure to uphold a high standard of integrity. To effectively adhere to this, workers should not disguise medications in meals or beverages. As stated above, modifications can include dissolving tablets; however, this must be done in a manner that is not deceiving to the participant.

**Restrictive Methods – Chemical Restraints**

Hope Disability Support Pty Ltd understands and recognises that some participants may require the use of chemical restrictive methods. Participants that may be subject to the use of chemical restrictive methods are those who obtain a Behavioural Management Plan. Workers who assist in applying chemical restrictions to a participant must obtain the necessary knowledge, skills and qualifications to do so. For more information regarding the process of utilising chemical restrictions, refer to Hope Disability Support Pty Ltd’s

Positive Behaviour Supports, Restrictive Practices and Support Plan Policy and Procedure.

**Prohibited Methods**

Hope Disability Support Pty Ltd understands the importance of ensuring the appropriate procedures and practices are implemented when managing and administering medication to participants. To ensure this is done effectively, Workers will ensure to utilise the appropriate strategies according to the participant's medical needs, requirements, and capabilities.

Workers of Hope Disability Support Pty Ltd should always uphold and maintain the rights of the participants, to do so, their decision on the refusal of medication should be acknowledged and respected. In some cases, Hope Disability Support Pty Ltd may be obligated to override current procedures and enforce restrictive measures, if permitted. For more information on restrictive practices, refer to Hope Disability Support Pty Ltd’s Positive Behaviour Supports, Restrictive Practices and Support Plans Policy and Procedure.

Hope Disability Support Pty Ltd’s workers will ensure all medications are administered in a way that adheres to the needs and requirements of the participant. Failure to do so can lead to possible negative repercussions. In addition to this, Hope Disability Support Pty Ltd acknowledges that workers are subject to certain limitations in their procedures. Below outlines the certain restrictions workers of Hope Disability Support Pty Ltd must abide by to be compliant with this policy and procedure:

* Workers should refrain from utilising methods of practice that impact the efficiency of the organisation.
* Should the participant have over the counter medications NOT listed on their Medication Chart, workers must not administer these medications should the participant request it. Only noted medications may be provided. Over the counter medications include medications such as – Panadol, Aspirin and Nurofen etc.
* Workers must not administer medication without following the guidelines outlined in the policy and procedure.
* Only workers who are qualified and trained may administer medications they are qualified in.

**Refusal of Medication**

Hope Disability Support Pty Ltd acknowledges participants right to refuse medications and will respect their decision. If this situation arises, there are specific procedures implemented to ensure all relevant information is documented, managed, and the necessary action is taken. Below outlines the steps Hope Disability Support Pty Ltd will utilise when managing the refusal of medication:

**Recording Medication Management**

Hope Disability Support Pty Ltd understands and recognise the importance of maintaining an effective reporting and documenting system to ensure all relevant information is documented appropriately and accordingly.

Hope Disability Support Pty Ltd will utilise the Medication Management Checklist to document and record all relevant information regarding medication and the management and administration of medication. Both participants and Hope Disability Support Pty Ltd should obtain a copy of the Checklist to ensure it is easily accessible when needed. This piece of documentation should be maintained and ensure all updates are documented appropriately.

Within the Medication Management Checklist, workers who are accredited and capable of providing support to participants will be documented in the checklist, including their level of qualification, and the expiration dates for these qualifications.

Certain requirements constitute a completed and adequate form. Documentation cannot be referenced if it is not completed in its entirety and to the expected standard of quality. Below outlines the necessary information that must be documented for it to be considered complete:

* Document the participants required assistance with management of medication (Administration, Assistance and Encouragement)
* States the participant's medication rights and the worker's acknowledgement and the implementation of these rights.
* The support workers acceptance to deliver medical support to the individual.
* Participants adequate personal information, including:
* Name
* Residential address
* Details of allergies
* Emergency Contact information
* Medications the participant is susceptible to.
* Information regarding the support provided by workers, including:
* Date
* Time
* Medication and where it was sourced from (e.g. Name of the pharmaceutical practitioner)

If at any given time, a worker is unsure or unclear of their responsibilities and duties, they should consult with the Health Care Manager or the Registered Nurse for support and guidance.

## Supporting Documents

Documents relevant to this policy and procedure include:

* Positive Behaviour Supports, Restrictive Practices and Support Plan Policy and Procedure.
* Waste Management Policy and Procedure
* Medication Incident Report Form
* Medication Management Checklist
* Medication Plan and Consent Form
* Incident Management Policy and Procedure
* Work Health and Safety Improvement Register
* Work Health and Safety Policy and Procedure
* Workplace Incident Management Policy and Procedure
* Client Incident Management Policy and Procedure
* Competency Assessments
* Decision Making and Choice Policy and Procedure.

Hope Disability Support Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

## Policy Review

Hope Disability Support Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation.  Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Medication Management Policy and Procedure.  I need to comply with this policy and procedure, and that Hope Disability Support Pty Ltd can change or update the policy at any time.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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