Management of Medication Policy and Procedure

Purpose and Scope

Network Rehabilitation Group is committed to upholding its purpose, vision and values which results in our Participants receiving the highest standard of supports. Ensuring medications are managed correctly is essential to delivering safe supports that empower our Participants to lead purposeful, fulfilling lives that align with their goals. This policy and procedure aligns with the NDIS Practice Standards Core Module Division 4 – Support Provision Environment: Management of Medication. As an organisation we are committed to upholding the NDIS Quality and Safeguards Framework and the Medicines and Poisons Act 2014.

This policy and procedure applies to all Rehabilitation Support Services (RSS) employees, Participants, their families, key supporters, and contractors who may be present during scheduled supports.

2.0 Definitions

Participant: Refers to a person who accesses supports from NRG either Network Case Management Services or Rehabilitation Support Services or both.

Employee: Includes all people engaged by a NDIS provider, including casual, part time and fulltime employees as well as contractors.

Family: Refers to people who may or may not be related to the participant but who the participant identifies as having a significant familial affect in the participants life.

Key supporter: Refers to friends, partners or others who have experience in providing ongoing care and support to our participants.

Medication: A drug or other form of medicine that is used to treat or prevent illness and disease.

Dose Administration Aids (Webster Packs): pharmacy prepared aids whereby solid oral medications are divided, sealed, and packaged according to the dose schedule throughout the day. Dose administration aids are fully labelled by a pharmacist and used where persons may have specific problems preventing them from managing their medications in the original manufacturers packaging. Dose administration aids can be blister packs, sachet systems and compartmentalised boxes.

Medications: Are substances or drugs (excluding food and water) given with the intention of preventing, diagnosing, curing, controlling, or alleviating disease or otherwise enhancing the physical or mental welfare of people. Includes prescription and non-prescription (over the counter) medications, including complementary health care products, irrespective of the administered route.

Self-Administration: Is the action of a Participant taking responsibility and actively administering themselves a medication.

Medication Prompting: this is giving verbal reminders to a Participant to take their medications. All responsibility for the medication is with the Participant.

Medication Administration: where the Participant is unable to administer their own medication, and involves the Support Workers:

- Storing the medication
- Opening the medication container
- Removing the prescribed dosage
- Giving the medication directly to the Participant as per instructions; and
- Monitoring effects and side effects and the steps to take in the event of an incident.

Medication error: an event that could have or did cause harm to a Participant and where medication, or an error or omission, is likely to have been a contributing or causal factor. This is categorised as an incident and requires the Participant Incident form to be completed.

Medication Authority Form: must be completed by a doctor and have a current copy in the CRM and in the participant file.

Pro re nata (PRN) Medication is a medication that is not needed or taken on a regular basis but on a as needs basis.

3.0 Policy and Procedure

Participants receiving supports from Rehabilitation Support Services may take medications to support and improve their health conditions. Many Participants will manage and take their medications independently, while others may require us to prompt them or administer their medications.

How a Participant chooses to take their medication will be communicated during *RSS's Intake Process* and recorded within the **Participant's Support Plan**. All support workers are required to read and refer to the **Participant's Support Plan** and contact the office to ask questions if they are unsure on what to do with a Participants medication.

The **Support Worker Handbook** has the step-by-step guide on how to prompt and administer medications along with emphasising that support workers are to include a picture of the medication chart and/or the webster pack that they dispense medication from in their shift note at the end of each shift.

If at any time a Support Worker is unsure about the medication, they have provided to the Participant they are to refer to the Support Plan, if they are still unsure, they are to call through to the office for clarification.

If there are new medications that a Participant is taking the Support Worker is to include this in their work chat, depending upon what the medication is being used for, it could be a restrictive practice that we need to report to the NDIS Quality and Safeguards Commission.

3.1 Staff training

All staff undertake a Medication Management online training course as part of their induction and if their Participant requires their medication to be administered as opposed to prompted, then a Medication Management in person course is recommended.

As part of the onboarding process Support Workers undertake a buddy shift where they will shadow another support worker during a shift.

Our Care Coordinator will visit each Participant and their team at least once a year, in doing so they will support each Support Worker with the medication aspect of their role.

All Support Workers will attend an organisational in person training at least once a year where medication management is revised.

3.2 Standard medication procedures

All staff are to record that they have prompted or administered the medication to their Participants on a medication chart and include a picture of this in their shift note at the end of each shift.

3.2 Changes to medications

If the Support Worker is present with the Participant at the GP appointment, they are to let the office know of the proposed changes via the work chat at the end of their shift. If Participant's are made aware of a medication change during their shift, ie when they see different medication, they are to phone the office at the time about the changed medication and post it on the work chat.

3.2 Medication refusal

Many of the medications our Participants take are essential for their health and not taking them may have a negative impact upon their health. That said, our Participants have dignity of risk and the right to refuse their medications. If this occurs Support Workers are to refer to their Handbook for a step-by-step guide on what to do. Essentially, they are to try again, call through to the office, call the pharmacist and ask the implications if the Participant doesn't take their medication and write it up in the work chat. Depending upon what the Pharmacist says the Support Worker may need to call an ambulance for the Participant or take them to the Emergency Room. The Support Worker is required to complete a Participant Incident form at the end of their shift.

3.3 Medication errors

Whilst we strive to ensure attention to detail, we acknowledge that errors can occur. The response to the error depends upon what's occurred. Please refer to the Support Worker handbook for a step by-step guide on how to respond to Medication errors.

3.4 Restrictive Practices Medications

All staff are to be aware of NRG's Restrictive Practices Policy and Procedure and use the Participant Incident form to report if a Participant has been subscribed a medication that is being used to alter their mood or behaviour, ie to calm them down or make them less aggressive as examples.

3.5 Safety considerations

Storage of medications: Participants should be encouraged to store their medicines safely in a manner that maintains the quality of the medicine, and is safe for the individual, their family, and visitors to their home.

Expired medications: Medications that have passed their expiry date must not be used and should be returned to the pharmacy.

Disposal of medications: The Participant should return ceased or expired medicines to the local pharmacist with the support of their Support Worker.

Medication alterations: Alteration of solid oral forms of medication, such as crushing tablets, should be avoided, unless adequate training has been provided and is expressly noted in the support plan.

3.6 Picking up medications from the pharmacy

Frequently Support Workers will go with their Participant to pick up their medications from the pharmacy. We encourage all Support Workers to check the medications the receive and make sure they look the same as previously, and if there's a difference to ask the Pharmacist at the time. Pharmacists are humans too and make mistakes. If the medications aren't ready at the Pharmacy, Support Workers are to provide the office number, 08 9387 6881.

Pharmacies often provide a medication signing chart, please ensure you ask for one if you're not provided with one when you're at the pharmacy. Every time a medication is prompted or administered this chart is to be filled in and a photo of it sent with the end of shift work chat.

4.0 Related internal documents

Participant's Support Plan
Support Worker Handbook
Work Health and Safety Policy and Procedure
Restrictive Practices Policy and Procedure
Incident Management Policy and Procedure
Participant incident form

5.0 Supporting legislation and standards

NDIS Practice Standards

NDIS Quality and Safeguards Framework

NDIS Quality and Safeguards Commission (2018)

The Medicines and Poisons Act 2014

Authorised

Brett Costello

Brett Costello, Managing Director   Date: 15/1/2025

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