1. **PURPOSE**

This policy outlines the duty of care held by The Junction Clubhouse Cairns Ltd (“The Junction”) as it relates to the safe administration, assistance and/or supervision of participants taking medication.

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| **Related documents** | |
| Related policies and procedures, how-to task lists, forms, registers or other organisational documents of The Junction | * Risk Assessment Form * Risk Management Policy * Risk Register * Medication administration and incident reports * NDIS staff training register * HR compliance register |
| Legislation or other requirements | * NDIS Practice Standards and Quality Indicators * Work Health and Safety Act 2011 * Work Health and Safety Regulation 2011 |

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| **Definitions** | |
| Medication support | Involves:   * Reminding or prompting a participant to take medication * Assisting with opening medication containers * Providing other assistance, not involving medication aid |
| Medication assistance | Involves:   * Storing of medicines * Opening medicine container/s * Removing the prescribed dosage (from an Approved container) * Giving the medication as per instructions |

1. **Scope**

This policy and procedure applies to all staff, contractors, and volunteers of The Junction Clubhouse who, when providing support to participants and/or members of The Junction, may be required to administer, support, manage, assist, or supervise participants who require medication.

1. **Policy Statement**

Medications are crucial in maintaining health, preventing illness, and treating health conditions, but when used inappropriately or incorrectly, they pose a serious risk of harm. For this reason, support workers, contractors and volunteers of The Junction Clubhouse NDIS program must be able to competently manage medications for participants who require them.

The Junction is committed to the safe practice and quality use of medications for participants, in line with relevant legislation and guidelines. Participants will be supported to administer and manage their medications by identifying their medication needs, goals and preferences.

The Junction encourages participants to maintain and increase their independence, including managing their medications safely and effectively. Where a participant requests or requires assistance with their medications, the nature of this assistance will be recorded in detail and the participant’s consent confirmed. Medication errors will be reported and investigated through appropriate organisational policies and procedures.

1. **Responsibilities**

The Junction Clubhouse:

* Will provide the necessary training to staff, which includes the effects and side-effects of medications and the safe and secure methods for medication storage, in addition to medication safety
* Will document support staff levels of skill and knowledge of medication safety, storage and administration through an annual competency assessment
* Ensures trained support staff are available to perform tasks that are within their knowledge, skills, training and experience
* Issues clear instructions (with the participant’s consent) that outline steps required to help the participant with their medication. These instructions include, but are not limited to:
  + Medication name and strength
  + Form of medication (e.g. tablets, suppositories, liquid, etc.)
  + Douse, route, frequency
  + Allergies/adverse drug reactions
  + Prescriber’s name printed on the medication with date

The NDIS Program Manager and qualified delegate (e.g. Registered Nurse, registered training provider, etc.) will:

* Undertake responsibility for medication management procedures
* Ensure staff follow professional guidelines in the delivery of medications
* Conduct and facilitate training sessions for qualified staff concerning medication support, assistance and administration
* Provide annual training incorporating:
  + Safe and timely medication administration
  + Recording and monitoring of medication
  + Safe storage of medication
  + Prevention of errors or incidents

The Junction support staff (including, where relevant, volunteers and contractors) will:

* Follow this Medication Management Policy and Procedure, and any related medication policies
* Participate in annual training
* Provide services that are consistent only with their level of training and competence
* Seek advice from the NDIS Program Manager where doubt exists
* Follow the instructions from the NDIS Program Manager and as per Care Plan requirements
* Seek instruction from the NDIS Program Manager when a medication requires refilling

1. **Procedure**

The Junction Clubhouse will (with participant and/or representative consent) liaise with the family or support network, general practitioner, pharmacist, registered nurse or an enrolled nurse to clarify aspects of the medication management.

Staff providing medication support will make sure to:

* Identify the participant
* Note the medication is current, and that the label correctly identifies the participant
* Administer (or oversee administration of) oral medication, either from a:
  + Dosage administration aid (DAA)
  + ‘Box’ medication device filled by a pharmacist, doctor or dentist, or
  + Participant’s labelled pharmacy container
* Record the service in the participant’s Care Plan and relevant medication records
* Monitor the participant for any adverse side effects of the medication

**Safety considerations**

Participants are to be observed for any changes to their health status and, where noted, must be reported to the NDIS Program Manager.

Where a participant refuses the administration of medication, the Manager is to be advised.

Relevant health professionals (i.e., doctor, registered or enrolled nurse) will be consulted where necessary.

Staff shall not decide to withhold a participant’s medication unless certain about the participant’s health status. Staff must consult with The Junction’s NDIS Program Manager before withholding medication and must follow the Manager’s decision in consultation with relevant health professionals (e.g., doctor, RN or EN).

Medications are to be stored in a manner that maintains the quality of the medicine and safeguards the participant, family and visitors in their home.

**Documentation**

Support Staff are to record on The Junction’s medication chart or pharmacy generated medication chart, the date and time of medication administration, along with their signature and printed name.

Staff are to record in the participant's health record any change in the participant’s health status or medication incidents.

Participants are to be observed for any changes to their health status and, where noted, be reported to the NDIS Program Manager.

**Adverse drug reactions**

* Adverse drug reactions must be reported to the NDIS Program Manager immediately
* The Manager will inform the general practitioner/nurse immediately and document actions taken in the participant’s health record
* An adverse drug reaction is an incident, and must be recorded on a Medication Incident Report (which is to then be saved in the participant’s file)

**Medication errors**

Staff who detect an error, including an error in dosage, time, frequency or type of medication administered to or taken by a participant must:

* Identify the nature of the error
* Notify the NDIS Program Manager
* Follow Managerial advice
* Complete an incident report
* Monitor the participant for any adverse events that may be caused by the error

**Staff training for medication assistance**

All staff of The Junction Clubhouse who are involved in assisting or supporting participants with their medication are required to be trained by a Registered Training Organisation (RTO) in accordance with Australian Qualification Framework (AQF) standards.

The Junction will ensure that all staff hold current first aid and cardiopulmonary resuscitation (CPR) qualifications, so they can correctly respond when monitoring any adverse reactions that require action, intervention and escalation.

Staff must possess relevant skills and experience, and a level of competency, to provide appropriate and safe support to a person with a disability. The Junction staff will participate in regular supervision by the Manager to strengthen their understanding of medication procedures and affirm their knowledge and practice.

The Junction will conduct an annual competency in medication management and administration practices for their support Details of the training and assessment will be recorded in staff files and relevant HR and training registers, where appropriate.

Annual training will include, but will not be limited to, high-risk medication education as outlined below.

**High-risk medication**

The Junction staff will be trained and educated on the specific hazards and risks associated with high-risk medications that participant may be consuming.

The Junction training will incorporate the following topics for their support workers, where necessary for each participant’s individual needs and specific to their care plans:

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