

North West Residential Support Services Inc.
Policies & Procedures
**PROCEDURES FOR THE ADMINISTRATION OF MEDICATION IN
SHARED HOMES**

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Contact: Neal Rodwell, General Manager
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In accordance with Disability Services' Medication Management Framework.

ALERT – Have the family or important people in this person's life been consulted about:

- How they wish to be communicated with on health matters?
- The involvement they wish to have in decision making about health matters?
- Do these requests comply with legal requirements?

Has this information been transferred to the alert sheet in the person's medical file?

The following procedures must be strictly adhered to.

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Procuring Medication for a Client

1. For each client the pharmacist is provided with a prescription from the clients Doctor
2. The Pharmacist transfers information from the Doctor's prescription to the Webster/Medico pak or medication containers
3. A Copy of the Medication Administration Record Sheet (Doctor's summary Sheet) is supplied by NWRSS to the day service the client attends
4. Any medication changes made by the Doctor are to be reported to the Supervisors by the staff person who attended the Doctor's visit
5. Support workers are responsible for a copy of updated Medication Administration Record Sheet to be supplied to day service

Collecting Medication from Pharmacy

1. Medications / Webster and Medico Paks are collected from the Pharmacy weekly
2. Before collecting check to see if a Signing and Administration Record Sheet (SARS) is required from Pharmacy
3. The support worker that has collected the medication checks that the amount of tablets and times correspond with the Doctor's Summary Sheet (MARS)
4. A second support worker is to also check that the amount of tablets and times correspond with the MARS
5. Any errors found are to be returned to Pharmacy on that day to be corrected
6. All errors to be reported to Supervisor

Change of Medication Halfway Through Signing Forms (SARS and DACS)

1. All changes to be recorded in Health Diaries
2. Another SARS will be required from the Pharmacy
3. The Drug Administration Chart:
 - Needs to be completed and signed by the Doctor
 - Rule a line, using red biro, from cease date to the end of month
 - On next line rule a line using red biro from the beginning of the month to the start date of medication
 - An updated copy of the MARS (Dr's Summary) is to be given to day Support Service. This is the responsibility of the support worker who attended the Doctor's visit

Sending Medication with a Person to a Day Service

1. The pharmacist places each daily dose in a separate container with a label that clearly states:
 - Name
 - Medication
 - Day
 - Date
 - Dose
 - Time to be administered
 - Any special directions i.e. taken before food-taken with food.
2. These containers are checked, on pick-up, by NWRSS support workers, against the information on the back of the Webster/Medico Pak
3. The day service or family and support workers sign a Medication Transfer Sheet for these containers and these sheets are kept in the front of the clients Medication folder
4. NWRSS support workers record the return of empty containers on the clients Signing and Administration Record Sheet (SARS)

Sending Medication with a Client on an Outing

(This could be Day Support/ Families/ Support Workers etc)

1. The Pharmacist places the required medication in a separate container with a label that clearly states:
 - Name
 - Medication
 - Day
 - Date
 - Dose
 - Time to be administered

- Any special directions i.e. taken before food-taken with food.
2. These containers are checked on pick-up by NWRSS support workers and or Family against the information on the back of the Webster/Medico Pak.
 3. Day service or Family and Support Workers sign a Medication Transfer Sheet for these containers. These sheets are kept in the front of the clients Medication folders.
 4. NWRSS support workers record the return of empty containers on the clients Signing and Administration Record Sheet (SARS).

Storage of Medication in the Home

1. All prescription medication is to be kept in an individual Webster/Medico paks or containers clearly marked with Client's:
 - Name
 - Medication
 - Strength
 - Dose
 - Route
 - Time to be administered
 - Any special directions i.e. taken with food-taken after food
2. All medications are to be stored in a locked cupboard, in the container in which it was dispensed by the Pharmacist.
3. Medication that needs to be refrigerated must be in a lockable container.
4. Support workers must check records at the start and end of a shift to ensure that all medication has been taken.

Administering Medication

1. Medication is administered by the support worker/s on shift at the time the medication is required.
2. Medication must be administered to one client at a time.
3. Medication must be administered immediately after it is dispensed.
4. Medication must be administered by the support worker who dispenses it.
5. Wherever possible, medication must be administered by two support workers as a confirmation of the process and steps.
6. The 5 R's

- Right Person
- Right Drug (purpose and side effects)
- Right Dose (strength and quantity)
- Right Time
- Right Route

Preparing to Administer Medication from Secure Dose Administration Aids (SDAA)

1. Medication is administered by the support worker/s on shift at the time the medication is required.
2. Medications must be administered immediately after being dispensed.
3. Medication must be administered by the support worker that dispenses it.
4. Whenever possible, medication must be administered by two support workers as a confirmation of the process and steps.
 1. Wash hands (our policy says wear gloves)
 2. Check previous shifts for any medication administration discrepancies.
 3. Check medications have not been given.
 4. One client at a time.
 5. Ensure there are no distractions for client.
 6. Explain the procedure to the client

Steps for Administering Medication

1. One support worker reads from the Signing and Administration Record Sheet (SARS) while the other checks Medication Administration Record (signed Doctor's Summary) to ensure they correspond. Both support workers check for the 5 R's Person-Drug-Dose-Time-Route- and any special instructions e.g. before meals, after meals, allergies etc.
2. This also applies when working alone each step must be checked off
3. Both support workers check Secure Dosage Administration Aid (SDAA) against SARS.
 - For the 5 R's
 - Check expiry date
 - Remove Medication from Webster/ Medico Pak using Pil-Bob and place into medication cup
 - Both support workers check medication cup against SARS.

- For the 5 R's
4. Both support workers check medication cup against SDAA.
 - For the 5 R's
 5. Before assisting the person checks
 - For the 5 R's
 6. Ensure medications have been taken
 7. Fill in SARS writing and circling the number of tablets administered both support workers sign (in black or blue biro).
 8. Return client's medication folder and medication to locked cupboard.

Note effect and side effects and report any adverse reaction.

Preparing to give Medication from Original Packaging

1. Wash hands
2. Check previous shifts for any medication administration discrepancies
3. Check medications have not been given
4. One client at a time
5. Ensure there are no distractions for client
6. Explain the procedure to the client

Steps for Administering Medication from Original Container

1. Check the drug chart to ensure Dr's instructions is signed and current.
 - Check the 5 R's
2. Check original container against the Drug Administration Chart
 - For the 5 R's
 - Check Expiry Date
 - Place medications in dispenser (medication cup)
3. Check medication cup against Drug Administration Chart
 - For the 5 R's
4. Check medication cup against original container
 - For the 5 R's
5. Before assisting client check
 - For the 5 R's
6. Ensure medication has been taken.
7. Sign Drug Administration Chart (in black or blue biro)
8. Return client's medication folder and medication to locked cupboard.

Note effects and side effects and report any adverse reactions to a coordinator

At the beginning and end of each shift, all staff are required to check the drug charts ensuring all medication has been given and has been signed for.

In the event of missing signatures, the support worker responsible will be contacted to confirm that the medication was given and ask to return to the house and sign any relevant form that has been missed.

Under no circumstances can support workers sign for each other.

Self-Administration

If a person can participate in any of the steps, such as holding the medicine cup to receive the medication, and/or, taking their own medication themselves, this should be encouraged. However, support workers are to be present throughout the entire process.

Support workers are responsible for all steps in this process.

The client will initial if possible, in the given space on the Signing and Administration Record Sheet or Drug Administration Chart is possible.

PRN Medication [Prescribed or "As Directed"]

PRN medication must not be given without firstly checking with the supervisor.

PRN medications must be authorized by the Doctor and or Pharmacist.

Drug Administration Chart is used for signing of medications i.e. liquid forms such as eye drops-nose sprays-creams etc and any PRN medication that are not in Webster Pak/Medico pak and is signed by the Doctor Stating:

- Procedure for administration
- How and when the medication should be administered
- Circumstances under which a further dose can be administered
- The maximum PRN dose in 24hours
- Circumstances in which the doctor should be notified
- Inform the next shift that PRN has been administered
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The Drug Administration Chart is kept in the clients Medication folder.

The steps for Administering from Original Packaging must be adhered to when administering PRN medications. Inform next shift PRN has been administered.

PRN Medication [Non Prescribed]

These medications can be given without a doctor's prescription; however it is recommended that all these medications be on the Drug Administration Chart for the Doctor to sign off on every three months.

In circumstances where support workers feel administration of such medication is warranted, the following procedures must be followed:

- Contact Supervisor
- Where clients are already taking regular medications, the Doctor or Pharmacist must be contacted to determine if the PRN is compatible with other medication already being taken
- If the support worker is unable to contact the client's Doctor or Pharmacist, they must consult with the **Poisons Information Centre on 131126 or Medical Assistance line after hours 1307 800 011, these numbers are kept by the phone in all homes**
- **Support workers must document all information/steps taken in client's health diary**
- Complete Drug Administration Chart
- Return medication folder and medication to locked cupboard.
- Inform next shift that PRN medication has been given.

Medication Error

In the event of any medication error, the support worker should do the following:

1. Identify the error, i.e. incorrect medication has been given or medication has been missed.
2. Contact supervisor
3. Contact the client's Doctor to seek advice. If the doctor is unavailable, call the after-hours Doctor and or **Medical Assistance Line after hours 1307 800 011 or Poisons' Information Centre 131126.**
4. Observe the client for signs of distress. Call an ambulance if the client is in distress or showing signs as described by the Doctor or Poisons' Information Centre or Medical Assistance. **If in doubt, call an ambulance.**
5. Record the error on the client's Signing and Administration Record Sheet/Drug Administration Chart and the incident details in the client's Health Diary.
- 6 Complete incident report form and give it to the coordinator
- 7 Support Workers will need to have Medication Assessment from a validated Assessor before administering medication to another client Supervisors will make this judgement

Refusal to Take Medication

A client must not be forced to take medication against his or her wishes. However; every effort must be made to give medication as prescribed.

If a client refuses to take their medication, the support worker administering the medication must:

1. Think about why the client may not want to take medication.
2. Ask the client why they do not want to take their medication.
3. Explain to the client the reason for taking the medication and the possible side effects to their health if their medication is not taken.
4. Wait 15 minutes and ask client to take medication again.
5. Use the NWRSS Emergency Contact List to report the problem. If the client still refuses then the prescribing Doctor must be contacted for instructions.
6. Observe the client for changes in behaviour or well-being as the result of the medication refusal and report any changes to the supervisor and doctor.
7. Document all details in client's health diary.
8. Ensure next shift is aware of the incident.

Invasive Procedures

Support workers do not perform invasive medical procedures unless specifically trained and certified for such procedures.

Medication Audits

Support workers on the last day of EVERY month are responsible for auditing all:

- First aid kits making a list of what has been used – what needs replacing – and check use by dates
- Check medication cupboard for any creams – ointments, eye drops, lotions etc that may be damaged or out of date
- Check that medication containers are not damaged.
- Follow Disposal of Medication guidelines for any medication that needs disposing of.
- Storage procedures are correct.
- Medication Administration Charts/sheets records reconcile with the medications taken.

- Report any abnormalities to supervisor Manager immediately.

Disposal of Medication

- Out of date medication or medication no longer required or that shows signs of deterioration will be returned to Pharmacy to be disposed of professionally

Review of Medication

- Clients will have a formal annual review of their medication.
- Support workers will take a Medical Appointment Sheet to all Doctor's visits.
- Medication reviews will be arranged by Supervisors to include Doctor, support staff, advocate and any other specialist involved.

Consent to Medical Treatment

The supervisor will be responsible for seeking consent for medical or dental treatment from the client's 'person responsible'.

Administration of Alternative Therapies

The supervisor is responsible for seeking consent for alternative therapies from the client's 'person responsible'.

Forms and aides used in conjunction with these procedures:

Pill-Bob

This is used to remove medication from Webster or Medico Paks and then medication is placed in medication cup

Signing and Administration Record Sheet (SARS)

This is used to record the administration of medication. SARS is provided from the Pharmacist software and support workers need to check it corresponds with the SDAA on collection from Pharmacy. Support workers that have dispensed and administered medication then write amount of tablets in the allocated space, circle, and then sign. The second staff person signs also after witnessing the administering of the medication.

Secure Dose Administration Aids (SDAA)

This is a sealed device to assist with medication management it has individual doses i.e. Webster or Medico Pak.

Medication Administration Record Sheet (MARS)

This is the Doctor's medication summary and must be signed and updated every three months and a copy provided to day service. Support workers request updated MARS sheet on each Doctors visit if there has been a medication change

Drug Administration Chart (DAC)

This is used for any liquid form or short term prescribed medication, PRN and over the counter medication that is not in SDAA and is to be signed and reviewed by the Doctor every three months.

Medication and Health Sheet	Has important health information for staff
Menstruation Sheet	To be completed as required
Medication transfer sheet (Including Midazolam Vials)	To be used when medication leaves the home i.e. Day Service/Family Support workers
Bodily Functions sheet	To be completed daily
Seizure record sheet	To be completed as required
Weight record sheet	To be completed 1 st day of every month
Ventilation cleaning schedule	To be cleaned weekly
C Pap machine instructions	Daily and weekly care
Midazolam Count sheet	To be counted daily and signed
Recording sheets	i.e. Fluid, behaviours, sleep in
Medical Appointment sheet	To be completed on all medical visits (Doctors, Dentists, Specialists etc)
Immunisation Records	Flu Vacs etc
Collection of Medication from Pharmacy	To be completed when medication is checked off on return to location
Guide lines for Doctors visits	To be checked prior to any medical appointment

Protocols for S8 Medication

These protocols focused on the storage and administration of S8 medication.

NWRSS staff must have a current medication administration certificate to administer S8 medication.

S8 medication shall be administered and stored according to the procedures in NWRSS' Administration of Medication in Shared Homes.

An S8 Drug Register is required to record the receipt, administration and any other transactions of S8 medications.

The S8 Drug Register must be a bound book with numbered pages.

The medication count must be made as soon as practicable after the transaction occurs.

A medication count shall occur at the beginning and end of each shift.

The record must include the following in ink:

- Date
- Time of day
- Resident's name
- Amount received
- Amount used
- Amount discarded for any reason
- Balance of stock remaining after the medication has been administered
- Signature of the person making the entry
- Signature of the person who witnessed its receipt and administration
- Name of the prescriber

The person making an entry in the S8 Drug Register must adhere to the following:

1. No false or misleading entries
2. No Alterations
3. If a mistake is made, it must be left as it is, marked with an asterisk and the entry re-written as appropriate. A note explaining the error must be made in the margin or at the foot of the page, initialled and dated.
4. A Coordinator must be contacted and informed of any error
5. A Coordinator must be contacted if a medication tally is incorrect

Meanings of Abbreviations that the Doctor may use

a.c.	taken before food
c.c.	taken with food
p.c.	taken after food
b.d.	taken twice daily
m	taken in morning
mane	taken in mornings
n	taken at night
nocte	taken at night
o	taken orally by mouth
po	taken orally by mouth
q.i.d.	taken four times a day
stat.	taken at once
t.d.s.	three times a day
s.l.	Means sublingual to place under the tongue
p.r.n.	Means to be taken when necessary
PR	given via rectum

PV	given via vagina
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