



STANDARD OPERATING PROCEDURES

Medication Incident

Statement

HomeCare+ a Division of The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) are committed to ensuring the safe use of medicines by providing practical safe work practice procedures for staff and managers around their role in the administration and management of medication. HomeCare+ is committed to ensuring that client safety and quality health care is not compromised.

 Approved by: Operations and Business Development Manager, HomeCare+	Date: March 2012
 Registered by: Manager, HUMAN RESOURCES	Date: March 2012

PROCEDURE

There may be instances where the other issues arise regarding medication administration and the Support Worker is:

1. Uncertain/unsure of what they should do,
2. Whether they should proceed with the administration of medication[s],
3. How they should go about administration of medication to ensure safe practise:
 - ◆ The Support Worker is unable to locate the client's Support Plan.
 - ◆ The client's Support Plan does not contain a Medication plan with sufficient detail/instructions for the Support Worker to follow.
 - ◆ The Support Worker cannot locate the Record of Use [ROU] sheet[s] to determine accurately when the medication was last administered.
 - ◆ The Record of use [ROU] sheet[s] has not been correctly completed by the Support Worker on the previous shift.
 - ◆ The Dosage Administration Aid [DAA] has been tampered with.
 - ◆ The Dosage Administration Aid [DAA] has been incorrectly loaded by the pharmacist and does not match the information on the Medication authority.
 - ◆ A required medication is missing from the Dosage Administration Aid [DAA].
 - ◆ The Support Worker spills or drops the medication[s].
 - ◆ A medication becomes contaminated or otherwise damaged.
 - ◆ The Support Worker finds an unidentified medication[s] in the client's bed, floor, clothing or elsewhere.
 - ◆ The client coughs during the administration of a medication and ejects some of the dose.
 - ◆ The client vomits after administration of oral medication and the Support Worker is not able to reliably identify exactly which medication[s] the client vomited up or how much.
 - ◆ The Support Worker detects any breach of HomeCare+ Medication Policy and SOP's.

In **all** of the above circumstances,

or

In any other circumstances where the Support Worker is unable to follow the Administration of Medication from Dosage Administration Aid and the Administration of a Solid Oral Medication from Original Container Standard Operating Procedures,

or

The Support Worker is uncertain of how,

or

Whether to proceed or what to do:

ALL SUPPORT WORKERS MUST:

1. **STOP** the medication administration.
2. Ensure that the client is safe.
3. Contact and report to HomeCare+ Client Service Officer/Supervisor.

4. Document the time and instructions given.
5. Document the name and title of the person giving the instructions.
6. Follow the instructions.
7. Complete an Incident/Concern Report and forward it to the HomeCare+ Client Service Officer/Supervisor.
8. Document on an Incident/Concern Report Form
9. Document appropriately in the client's Communication book to inform other workers of what has occurred and subsequent actions taken.

RELATED DOCUMENTATION

- ◆ Administration of Medication from Dosage Administration Aid Standard Operating Procedures.
- ◆ Administration of a Solid Oral Medication from Original Container Standard Operating Procedure.