



STANDARD OPERATING PROCEDURES

Medication Not Given

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+  Registered by: Manager, HUMAN RESOURCES	Date: March 2012 Date: March 2012
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PROCEDURE

The support worker may be **unable** to give an authorised medication for a number of reasons – for example –

- ◆ There is no valid medication authority for a medication[s] the client requests.
- ◆ The medication authority is unclear – there is conflicting information; unable to decipher what is written; the document may be damaged / illegible.
- ◆ There may be no available stock in the client's house of a prescribed medication[s].
- ◆ The stock of the prescribed medication[s] may have passed its expiry date.
- ◆ The client may refuse a prescribed medication[s].
- ◆ A client may be absent.
- ◆ The medication being rendered unsafe for use because it has been stored incorrectly.
- ◆ The condition / behaviour of the client means it is not appropriate to administer any medication [s] prescribed.
- ◆ A medication has been removed from its original container – and container is not located.

The situation requires **immediate action** on behalf of the Support Worker.

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 HomeCare+ Client Service Officer/Supervisor

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
- ◆ Administration of a Solid Oral Medication from Original Container