




## Administration of Medication (from Original Container or a Dosage Administration Aid) Procedures

### STATEMENT

HomeCare+ will optimise the safety of clients who require direct support with the administration of medications by a Support Worker by providing practical and clear procedures for workers. HomeCare+ is always committed to safeguarding our clients.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: April 2021</p>
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**In this procedure, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.**

*Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.*

## **SCOPE**

Compliance with these procedures is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

## **DEFINITIONS**

Refer to the PQSA Policy and Procedure Definition Glossary

## **RESPONSIBILITIES**

It is our responsibility to communicate our policies and procedures to all workers on a systematic basis. Individual Managers and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

## **PROCEDURES**

Support Workers must not administer medication to clients unless they have undertaken HomeCare+ training and successfully completed a competency assessment by a Registered Nurse.

Support Workers must not administer medication unless it forms part of the agreed supports detailed in the client's "My Support Plan" and associated medication plan. All legal requirements, including a valid, signed medication authority and how each client consents to medication administration must also be followed per PQSA's *Medication Administration Policy*.

Any incidents or errors in relation to medication administration must be reported immediately per our incident reporting procedures.

### **Administration of medication (from original container or Dosage Administration Aid)**

1. Locate the client's My Support Plan and Medication Plan to clearly determine the Support Worker's role in relation to the client's medication administration.
2. Locate the Medication Authority and Record of Use sheet (ROU) to ensure there is a valid authority in place.
3. Check the ROU to ensure that the recommended amount of time has elapsed since the last dose of each medication was administered (if applicable)
4. Prepare the documentation (per above) and equipment required to administer the medication as per the Medication Plan, which will include the following items:
  - medication that is stored in its original container (packet, bottle, etc) or a Dosage Administration Aid (DAA, e.g. a Webster Pack)
  - a clean, dry medication-cup in which to transfer the medication for administration to the client
  - a drink or other recommended means to administer medication as per the plan.
  - client's communication book.
5. Explain all procedures and gain the client's consent (per Support Plan and associated documentation) before proceeding with any medication administration.

6. If there are any concerns or issues regarding the client's condition and or behaviour, or if there is no consent to administer the medication, the Support Worker will gain advice and assistance from HomeCare+ office staff before proceeding.
7. Assist the client into a safe and comfortable position if required.
8. Wash hands with soap and water and dry thoroughly.
9. Whether administering from an original container or DAA, all components of medication administration safety must be checked (medication 'rights') prior to administration. This will include:
  - the client's first name and surname
  - the name of the medication
  - the strength and dose of the medication
  - the time the medication is to be given
  - the route of the medication
  - the commencement and finish dates of medication (if applicable)
  - medication expiry date
  - any specific instructions or cautions advised in relation to the medication
  - any allergies the client may have
  - the validity of the medication authority (including authoriser's signature)
10. If there is a discrepancy between the information on the pharmacy label\* of the container/DAA and the Medication Authority – the support worker must contact HomeCare+ office staff for advice and support.

\*NB, some products purchased over the counter, such as Paracetamol and vitamins may not have a printed pharmacy label, however they still must be administered directly from their original container. The support worker must check the details on the container against the Medication Authority and administer per these procedures and associated guidelines.
11. With respect to a DAA, read the information provided to identify the number of medications that should be stored in the relevant compartment; if any discrepancies are identified, notify HomeCare+ office staff immediately.
12. Use a non-touch technique to transfer medication directly into the medication-cup, ensuring the correct number of medications are transferred/the relevant DAA compartment is emptied. In the case of liquids, use a non-touch technique to either dispense the correct volume into a medication-cup or syringe per the medication plan; if the Support Worker has any concerns about the quality of the medication (e.g. damaged), they must contact HomeCare+ office staff for advice.
13. Reread the details on the Dosage Administration Aid [DAA] label OR the container label and compare them to the medication list/authority.

14. Count the solid medication[s] again (for the third check).
15. Administer the medication to the client in accordance with the client's Medication Plan.
16. Stay with the client until the medication has been fully administered/ingested.
17. Clear the work area, and return the DAA / medication container to the correct storage location:
  - discard any waste appropriately
  - wash and rinse container from which the client took the medication and leave to air dry (if not disposable)
  - wash hands with soap and water and dry thoroughly.
18. Complete all relevant documentation:
  - on appropriate ROU that medication was administered as prescribed
  - in the client's communication book as required.
19. Ensure all documents are returned to their correct storage location.
20. Ensure that the client is safe and comfortable.
21. If the support worker recognises or has concerns regarding a change in the client's usual behaviour pattern or is displaying adverse physical side effect(s) or any other issue identified as part of these procedures, they must contact HomeCare+ staff for advice and support.

## **SUPPORTING PQSA DOCUMENTATION**

- Documenting and Recording Client Concern Reports SOP
- Documenting and Recording Client Incident Reports SOP
- HomeCare+ My Support Plan Policy and Procedure
- HomeCare+- (Support Worker related) Medication Incident Management
- Incident/Concern Report
- Medication Administration Policy
- Medication Administration Record of Use Sheet (ROU)
- Medication Incident SOP
- Support Worker Training Policy
- WHSE – Documenting and Recording Incident Concern Reports Policy