

POLICY NUMBER: NDIS SER DEL 17

INTENT

To oversee the process for any Participant who requires medication and requests assistance.

DEFINITION

Administration of Medication - preparing, giving and evaluating the effectiveness of prescription and non-prescription drugs

Assistance - the act of helping someone

Medication - a legal drug or other substance that is used as a medicine.

P.R.N. - abbreviation for *pro re nata*, a Latin phrase meaning "as needed." The administration times are determined by the patient's needs.

POLICY STATEMENTS

- Real Living Options Association Inc. recognises that people with a disability may require assistance with their medication.
- Real Living Options Association Inc. also recognises that each Participant is a unique individual with their own set of beliefs, preferences, abilities and needs. Therefore, different Participants will have different requirements when it comes to managing medications.
- Lifestyle Assistant may be asked to assist Participants to manage their medication. Under Government health regulations a support worker (Lifestyle Assistant) can assist a Participant to take a controlled or restricted drug when:
 - There is an approved Medication Authority or consent;
 - The medication was supplied as a dispensed medicine - this includes Webster (Blister) Packs or MPS rolls or original packaged medication; and
 - The dispensing directions are followed.
- Where the staff of Real Living Options Association Inc. are required to assist a Participant to take their medication, a Medication Assistance Form must be completed by the person or their Representative/Nominee or Guardian and the Lifestyle Assistant.
- Employees may only assist with medication which is in correctly labelled, pharmacy issued bottles/packets, Webster Packs or similar Medication Management Systems packed by pharmacists.
- Under no circumstances are Lifestyle Assistants to give injections or enemas.
- Except for prescribed medications, Lifestyle Assistants must not give PRN anti-psychotic medication unless there is a restrictive practices approval in place.

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PROCEDURES

- Participants and/or their Representative/Nominee will identify if any assistance is required in relation to the management of their medication through their Health and Medical documents.
- Where the need for assistance has been identified, the level of assistance required by individual Participants will vary and will be determined by the Participant and/or their Representative/Nominee as follows.
 - **Independent:** A Participant is able to independently take their medication, and staff are only required to document that the medication has been taken (either by witnessing the medication being taken or by observing that the medication is no longer in its packaging)
 - **Partial Assistance:** A Participant requires some assistance to take their medication as documented in their Health and Medical documents and their individual medication sign off form is contained within their Health and Medical documents.
- A risk assessment must be completed in relation to the overseeing of medication for all Participants and the final decision must be signed off by the Participant and/or their immediate Representative/Nominee.
- Webster packs or other similar Medication Management Systems packaged by pharmacists are the preferred method of distribution for regular medication where there are multiple tablets to be taken.
- Medication that is not contained in its original packaging or in a Medication Management system that has been packed by a pharmacist is not to be handled by any staff of Real Living Options Association Inc.
- Where a Participant or their Representative/Nominee chooses to dispense their medication from its original packaging into a dosette box or other container, Real Living Options and their staff will not be involved in this process and may not be held liable for any errors or omissions. Participants who use this method must be able to take their medication independently, without assistance from Real Living Options staff.
- PRN medication is medication prescribed to be taken 'as and when needed'. Examples include pain relief, creams (not sunscreen), ear drops and eye drops. All PRN medication must be documented.
- Staff must record and/or sign the Medication Documentation relevant to each individual Participant who they support.

Medication Errors/Incidents

- Any serious errors or incidents associated with a Participant taking medication must be reported to 000, followed by the Representative/Nominee of the Participant and then to Real Living Options Association Inc. as soon as is practically possible.
- If the situation is not considered an emergency, advice relating to medication errors and incidents should always be sought in the following order:
 - The Pharmacist or Health Care professional (General Practitioner) of the

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Participant

- If the Pharmacist or General Medical Practitioner of the Participant are unavailable, then contact any of the following:
 - The Adverse Medicines Event Line on 1300 134 237 (Mon-Fri 9am-5pm) regarding suspected side effects from a medication.
 - The Medication Helpline (Mon-Fri 9am-5pm) 1300 888 763
 - 13 Health on 13 432584 (24 hours) regarding health concerns that are not an emergency but considered serious.
 - The QLD Poisons Information Centre on 13 11 26 (24 hours) regarding drug overdoses or suspected overdoses. Situations may include if a Participant has taken too much of their own medication, taken a wrong medication or taken a medication via the wrong route.
- A medication error or incident can be one or more of the following;
 - Medication omitted (not taken)
 - Incorrect dose taken
 - Medication taken at the wrong time
 - Medication incorrectly packaged or supplied
 - Medication refused by the Participant
 - Medication not available
 - Suspected abuse of medication
 - Medication where directions have not been followed accurately by the Participant
 - Any situation where staff have a concern relating to medication

An Incident Form must be completed wherever there is a medication error or incident.

Storage of Medication

- Medication that has been dispensed by a pharmacist will have storage instructions on it. Staff must ensure that these directions are followed as the incorrect storage of medication can cause some medications to deteriorate.
- Medication that has passed its expiry date must not be used and must be disposed of appropriately.

DELEGATIONS

Management Committee

- Ensure as far as practicable the Medication Policy complies with current legislation and regulations.

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General Manager

- Ensure as far as practicable the Medication Policy and relevant Workplace Practices are being adhered to by all staff.
- Responsible for negotiating medication management with Participants and their Representative/Nominee where relevant

Support Manager and Senior Support Facilitator

- Ensure as far as practicable that all Health and Medical documentation for individual Participants is current.
- Ensure as far as practicable that all of the required forms relating to assistance with medication are completed
- Ensure as far as practicable that individual medication documentation (contained in the Health and Medical document specific to each Participant) is current for each Participant

Lifestyle Assistants

- Must adhere to the Medication Policy and relevant Workplace Practices relating to medication.

RELATED DOCUMENTATION

Participant Health and Medical Documents
Medication Assistance Form
Incident Forms

REFERENCES

Health Drugs and Poisons Regulation 1996 (Qld)
Disability Services Act 2006 (Qld)
Disability Services Regulation 2008 (Qld)
Assist Clients with Medication Learner's Guide (CHCCS305A)
Attendant Care Industry Association Administration of Oral Medications by Attendant Care Support Workers
Australian Government Dept. of Health Guiding Principle 3 – Dose Administration Aids
NDIS Practice Standards and Quality Indicators

AMENDMENTS/REVIEWS

Amended 27/11/2007, Amended 07/06/2012, Amended 05/05/16, Amended 28/07/16
Amended 27/07/17, Amended 27.09.18, Amended 23.06.22, Amended 06.02.25

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