



Medication Management Policy and Procedure Manual

Policy Objective:

This policy outlines Abilifly strict guidelines on the management/ administration of consumer medication at Abilifly Support Services ('Abilifly').

Responsibilities:

The Manager of Abilifly is responsible for the implementation of this policy.

Case Managers, Coordinators, all other employees and volunteers engaged by Abilifly are required to comply with this policy.

Policy Statement:

Abilifly promote duty of care principles which require staff to maintain a level of competency when reminding, supervising or administering medication. Medications will only be administered by Abilifly staff with the appropriate education and assessed skill level required.

Staff will administer all medications correctly as prescribed, through practices that comply with Legislation and this Medication Management Policy and Procedure Manual. Abilifly will take every step to ensure a safe, efficient and effective management of medications. This includes ensuring that:

- all state and territory legislative requirements are met;
- staff are aware of and adhere to their scope of practice and individual role in medication management;
- staff use professional judgment (within scope of practice) in deciding when a medication should or should not be given and they are required to report to the Manager / Case Manager / Coordinator with any concerns;
- consumers are assessed appropriately and where appropriate, their medication management plan developed;
- staff administer or supervise medication safely and correctly according to regulatory guidelines;
- medications are stored correctly;
- the reporting and recording of reactions to the medications occurs and that an initiation of required interventions in consultation with the Medical Practitioner and Pharmacist is attended;
- the monitoring and evaluation of the use of medicines occurs when required;
- consumer's rights are respected and they are consulted in relation to their medication management.

Any medication supervision, prompt or assistance can only be by staff who have been assessed as competent to do so. If a staff member has not been so assessed they are not allowed to partake in any activity related to medication

Introduction

This Medication Management Policy and Procedure Manual sets clear procedures on assessment, ordering, supply, storage and security of medicines at Abilify.

It clearly addresses the duty of care and roles of those accountable and responsible for medication management and ways to manage the system to ensure it remains a safe and secure means of managing a consumer's medications.

Recommended Practice

- It is the responsibility of Abilify Manager to ensure that a copy of this document is available to all staff.
- Staff must ensure that they have read and understood the policy and consider themselves competent to act in accordance with it. If staff are unsure about any part of the policy they MUST clarify the issue or seek further training.
- Any failure to adhere to this policy, if deemed to have been health or life threatening, jeopardised safety or had other serious consequences, could lead to investigation, retraining and, on occasion, to disciplinary action.
- Abilify is responsible for ensuring that appropriate training and supervision is made available to staff.
- Staff and volunteers are not authorised to make any decisions about consumer medication and should contact the Manager/ Coordinator/ Case Manager if they have any concerns about the way a consumer is managing their own medication regime.
- The Manager/ Coordinator/ Case Manager will make referrals to other services such as the General Practitioner or Health service if the consumer is not managing their own medication administration.
- In the case of an emergency, staff/volunteers are required to administer adequate first aid measures which may require the administering of medication / or as advised by relevant medical professionals (refer Accident and Incident Policy).
- In the case of an emergency where staff/ volunteers are required to administer medication, they are not to deviate from the instructions that have been prearranged as part of the care plan or are an instruction from emergency services.
- Staff and volunteers are required to maintain a current first aid certificate which includes the emergency management of asthma, diabetes, anaphylaxis etc.
- Where a consumer has a known illness in which they may need physical assistance with medication in case of an emergency, such as asthma, allergies, diabetics etc., their care plan will include directions on how to manage medication assistance and staff will be provided with training on how to administer the specific medication/treatment in accordance with the care plan.

Roles in Medication Management – Consumer/Participant

Consumers Rights in Abilify Include:

- To consent or refuse consent to medication management.
- To receive medication(s) at the time indicated as per the Medical Practitioner's order according to relevant funded program guidelines and the consumer's plan of care.
- To manage their own medicine regime if assessed as competent to do so.
- To confidentiality in relation to their medicine regime.
- To a medication system that promotes the safe use of medications and the consumer's privacy.
- Advice and support on medicine use from health professional's including Registered Nurses, Pharmacists, Dentists and Medical Practitioners depending on relevant program guidelines.
- Encouragement and support to maintain independence in the administration of medicines in a safe and effective way.

Consumer/Participant Assessment

- All consumers will be assessed on their ability to manage their medications on admission, annually and as care needs change, in accordance with relevant program guidelines.
- Consumers will be consulted during the assessment process and the results will be documented on the consumer's own medication management plan. Inclusion of medication management assessments will be dependent on relevant program guidelines.

Consumers/Participant who self - medicate

- Consumers will be assessed for their ability to self - medicate on intake to Abilify and at regular intervals as per relevant program guidelines or when there is a change in physical or cognitive abilities.
- Consumers will follow the directions on the label as dispensed by the pharmacy.
- Dose Administration Aids (DAA) such as Webster or Blister packs are recommended as best practice for Abilify clients and they are encouraged to use DAA.
- Consumers ensure that their medications are stored safely. It is recommended medications are stored in a cool, dry and secure place. There may be some medications requiring refrigeration and directions on the Product Information Sheets should be adhered to
- Consumers ensure their medications are kept out of reach of children who may be residents or visitors of the home.
- Consumers supply their own scripts to the pharmacy and arrange delivery where possible.

Roles in Medication Management - Person Responsible – e.g. Carer/Advocate

Person Responsible ensures that:

- They participate and are involved in the consultation/assessment of a consumer's medication management where appropriate and indicated at initial consultation.
- They advocate on the consumer's behalf.
- They may consent to medication management if the consumer has impaired capacity.
- They may consent to the use of generic medication if the consumer has impaired capacity.
- They have provided full current contact details with Abilify.
- If the consumer is under the age of 18 years and requires medication management that all required documentation is completed.

Procedures

Assessment: All Consumers

Policy

Refer to Policy Statement within the Medication Management Policy and Procedure Manual.

Procedure

- A Coordinator may undertake a medication assessment in consultation with the consumer and/or person responsible and the consumer's treating Medical Practitioner.
- The initial assessment and any review is documented on the Medication Assistance Plan, the Care Plan and the consumers file (Refer to Assessment Policy).
- The assessment will involve the following:
 - Encouraging the consumer's physical and cognitive independence.
 - Level of assistance and safety requirements.
 - Type of staff who will administer the medication(s).
 - Special requirements (i.e. enteral feeding, nasogastric)
- Ability of the consumer to swallow medications and determine if medications should be crushed cut in half and/or altered in any way.
- Allergies, drug sensitivities or adverse reactions.
- Ability to self-medicate (refer to procedure on assessing consumers for Assistance: Self Medication).
- Whether there are any behavioural, social, and psychological barriers that may affect compliance with medication administration.
- Consumer limitations such as cognitive, coordination, physical, dexterity, vision that may impact on their ability to take their medications.
- Pain management and use of analgesia.

Medication Assistance and Administration Plan

- The assessment information is to be entered on the Medication Assistance and Administration Plan and the consumer reassessed as per program guidelines and as identified needs change.
- The consumer Medication Assistance and Administration Plan is kept in the consumer file and a copy left in the home if medication management is part of the Care Plan.

Assessment: Consumer Self Administration

Policy

Refer to Policy Statement within the Medication Management Policy and Procedure Manual.

Procedure

The Assessment

- The Coordinator will ensure that:
- depending on program guidelines, consumers are assessed on their ability to manage their medications on admission and as care needs change.
- the results of the assessment will be documented and a Medication Assistance and Administration Plan developed in consultation with the consumer/person responsible.
- the consumer's ability to self-administer medication will be assessed annually using the Medication Self Administration Assessment Form and reviewed as per program guidelines or as care needs change. The results will be recorded on the Medication Assistance Plan.
- the consumer is assessed to determine if they can self-administer medications. The consumer may require assistance with some medications but manage others independently.
- the assessment is discussed with the Medical Practitioner (MP) and consumer /person responsible. Consumers are encouraged to maintain independence in this area for as long as possible, including managing their own medications in a safe and effective way.
- where required a current list of medications is made available by the consumer at assessment depending on relevant program guidelines.
- the consumer is encouraged to have their medications checked regularly by the MP.
- any review must be documented, signed and dated on the existing Self Administration Assessment form.

Where a consumer is self-medicating the Coordinator will monitor that the consumer is able to:

- responsibly administer their own prescribed medications and follow the pharmacy directions.
- store their medications safely.
- order and take receipt of the medications from the pharmacy.
- inform the staff of any difficulty they may encounter while self-administering.
- ensure that they have a sufficient supply of their own medications.
- inform staff if they are taking any over the counter/alternative medicines if this is relevant to their funded program guidelines.

When a consumer's right to self-administer conflicts with the Coordinator assessment of the consumer to self-administer medication the Coordinator will:

- discuss the safety concerns with the consumer/person responsible and MP.
- if the consumer wishes to self-administer and the practice is identified as unsafe by the Coordinator the consumer /person responsible will complete a Consumer Risk Assessment Form.
- Control measures to monitor the consumer's ability to self-medicate should be documented in the 'Consumer Risk Assessment Form' and the progress notes.
- The Coordinator will continue to monitor the consumer and document in the progress notes any changes or strategies.

Administration: Consent

Policy

Refer to Policy Statement within the Medication Management Policy and Procedure Manual.

Procedure

- A consumer's ability to consent to treatment including administration of medications is assessed on admission to Abilify
- When is Consent valid - In order for the consent to be valid the consumer must:
- be able to understand the treatment/activity proposed and understand the risks associated.
- be aware of alternative treatments/activities
- understand the impact of undertaking no treatment/activity.
- agree to the proposed treatment/activity.
- Where written consent is required and a consumer is not able to comprehend or is unable to communicate their choice, a lawful substitute consent must be obtained. This is mandatory when a child is a consumer of a Abilify service.
- The consumer has the right to:
 - ✓ refuse treatment/activities.
 - ✓ withhold or withdraw consent at any time. This can be in writing, verbally or through their actions.

Staff have a duty of care to explain the implications of refusal (Refer to Duty of Care and Dignity of Risk Policy).

- Refusal of a consumer to take their medication:
 - ✓ It is the responsibility of the person administering/assisting with medication to inform the Coordinator and to document the refusal of medication in the consumers file.
 - ✓ An Incident / Hazard Report must be completed.
 - ✓ The treating Medical Practitioner (MP) will need to be notified once the Coordinator determines the risk of this refusal. The consumer needs to be consulted before the MP is informed.
- Obtaining written consent (when the consumer has a person responsible)
 - ✓ A person responsible is identified as a person who is known to the Abilify and can act as a substitute decision maker in the event that the consumer is unable to make their own decisions.
 - ✓ Where a child is receiving services the family/person responsible should administer medications. Where this is not possible the policy and procedures for administration are adhered to and the Consent for Medication Administration is signed by the child's person responsible.

- Obtaining written consent (when the consumer has no person responsible)
 - ✓ If the consumer is incapacitated, assessed as not competent and does not have a person responsible application may need to be made to the Guardianship Tribunal to appoint a substitute decision maker.

Administration Of Medication

Policy

Refer to Policy Statement within the Medication Management Policy and Procedure Manual.

Procedure

- Where required by program guidelines the Coordinator ensures:
 - ✓ the safe management of medications in Abilify.
 - ✓ that following assessment, all consumers receive medications as prescribed by the Medical Practitioner (MP) and administered by an appropriate individual.
 - ✓ that where Abilify are involved appropriately trained staff administer medications.
 - ✓ that persons responsible / family members are involved in the management of medication where appropriate and possible.

- According to their scope of practice the coordinator/care worker ensures:
 - ✓ they refer directly to the MPs instructions.
 - ✓ only medications ordered by a Medical Practitioner (MP) are to be administered.
 - ✓ they follow a strict protocol for checking the identity of the consumer on each occasion.
 - ✓ the consumer's allergies and any previous adverse drug reactions are checked before administration.
 - ✓ that the same person who selects a consumer's medication should administer that medication.
 - ✓ the medication administration is recorded at the time the medication is administered.
 - ✓ medications are administered directly from the dose aid/container supplied from the pharmacy.
 - ✓ they read the pharmacy label on any dose administration aid/container and check the correlation with the dose aid (i.e. they are one and the same); e.g. eye/ear drops, topical creams, nasal sprays, patches, inhalers.
 - ✓ that if they are unsure of the medication order, the appropriateness of the medication or any other query, they need to contact the Coordinator before the medication(s) are administered.
 - ✓ they remain with the consumer until the consumer has swallowed the medication(s).
 - ✓ that any suspected adverse drug reactions to prescription medicines, over the counter medicines or complementary medicines should be reported to the coordinator, Medical Practitioner, and consumer/person responsible and documented in the consumer file and complete an Incident/Hazard Report Form.

- ✓ where a consumer has cognitive impairment or there are children residing in the home medications need to be stored in a safe place.
- ✓ medication orders are not to be transcribed by staff administering medication.

Placing Medication in Food or Fluids for Administration

- Medications are not to be placed in a food/beverage for others to administer unless the medication is ordered as a medication that needs to be dissolved in water e.g. Metamucil.
- Medications are not to be placed in beverages or plates of liquid/semi liquid food e.g. cups of tea, cereal.
- Medications may only be placed in foods/beverages if the consumer has been assessed as having swallowing difficulties and the consumers MP is aware. In this circumstance the following choices are preferable for administration
 - ✓ the fruit is pureed or is jam - it is preferable to use portion size serves if possible;
 - ✓ placement of the medication in the fruit/jam is not contraindicated;
 - ✓ staff spoon the medication into the consumer's mouth;
 - ✓ staff witness the consumer swallowing the medications;
 - ✓ staff remains with the consumer until all the medications have been taken.
- If a consumer experiences difficulty swallowing this is to be referred to the Coordinator for an assessment and appropriate measures put in place, i.e. referral to the Medical Practitioner, an allied health professional, Refer to Nutrition and Swallowing Policy and Procedures – ADHC.

Administering Medication Via A Peg Tube

Policy

Refer to Policy Statement within the Medication Management Policy and Procedure Manual.

PEG: Stands for percutaneous endoscopic gastrostomy, a surgical procedure for placing a feeding tube into the stomach. The aim of a PEG is to feed those who cannot swallow. It is also used for administering medications.

Procedure

- Prior to administering medication a valid medication order is required.
- The equipment required prior to undertaking the procedure may include:
 - ✓ Prescribed medications
 - ✓ Medication Container
 - ✓ Pill crusher (if required)
 - ✓ 60ml catheter tipped syringe (for flush and administration of drugs)
 - ✓ Cool tap water in appropriate container
 - ✓ Covered container for syringes and caps
 - ✓ Gloves-and other PPE if appropriate.

Administration

- Wash hands as per the Infection Control Policy.
- Check the medication against the 5 x rights:
 - ✓ right consumer
 - ✓ right medication
 - ✓ right date and time
 - ✓ right route
 - ✓ right amount
- Let the consumer know what you are doing as you undertake the procedure and ensure their privacy and dignity is maintained.
- Take all equipment to the bedside or an appropriate location convenient to the consumer.
- Ensure the consumer is comfortable at a 30 degree or greater angle.
- Place appropriate protection over the abdomen and expose the PEG tube.
- Apply gloves and PPE as required.
- If the consumer has a pump for the delivery of nutrients turn it off prior to administering medications and back on at the end of the procedure.
- Check the tube is in the correct position prior to commencing the procedure. Tube should be rotated 360 degrees on a daily basis. Refer also to Policy and Procedure Enteral Nutrition Support.

- Flush the PEG tube gradually with 30 ml of water prior to commencing the administration of medication, (if the tube becomes blocked refer to the Policy and Procedure Enteral Nutrition Support for management).
- Introduce the first medication, diluted with drinking water, by connecting the syringe to the medication port. If a medication port is not available connect the syringe to the end of the tube. Gradually push in the medication.
- Where possible, medication for administration via the PEG tube should be ordered in its solution or dispersible form. Suspensions or syrups can also be used although care must be taken as these may block the tube.
- Medications can be dissolved with drinking water or crushed finely and mixed with drinking water prior to administration if approved by the consumer's Medical Practitioner. Dissolve/crush all medications individually and do not mix medications unless pharmacy advice indicates mixing the medications is acceptable.
 - ✓ Tablets should be diluted with 10-15mls of drinking water.
 - ✓ Soluble drugs should be diluted as per manufactures instructions.
 - ✓ Viscous liquids should be diluted with equal amounts of drinking water.
- Flush the tube with 30ml of drinking water following administration of each medication.
- Re-clamp the tube. Position the tube upright from the stoma.
- Ensure the consumer is comfortable at a 30 degree angle (in bed) or upright in a chair, and replace clothing/blankets appropriately.
- Tidy away all equipment and wipe up any spillage.
- Wash any containers, syringes in mild detergent, rinse and dry thoroughly. Cover all equipment in storage.
- Record the medications given on the medication /signing sheet.
- Notify the Coordinator/Case Manager/ Manager of any concerns and document appropriately.

Approved By Health Facilitator - RN
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