

Medication Support Policy and Procedure

Purpose and Scope

The purpose of this policy is to ensure that HomeMade provides safe and effective medication support to all applicable customers. The policy promotes best practice in relation to medication support, tailoring services to each customer's needs and preferences, optimising health and wellbeing.

Medication support practices prioritise customer-centred planning, maximise customer independence and control, and align with individual support plans. Contractors engaged by a HomeMade customer are required to follow the medication support processes outlined in this Policy and Procedure.

This policy and procedure is to be used in conjunction with HomeMade's *Clinical Governance Framework* and *Incident Management Policy and Process*.

Applicable Aged Care Quality Standards

- *Standard 1. consumer Dignity and Choice*
- *Standard 2. Ongoing Assessment Planning with consumers*
- *Standard 3. Personal Care and Clinical Care*
- *Standard 7. Human Resources*
- *Standard 8. Organisational Governance*

Definitions

Medication – A drug that acts on or in the body to treat disease or illness, increase life expectancy, or improve someone's life. Medication can be prescription and non-prescription medicines and can be taken by a variety of routes.

Antimicrobial Resistance and Stewardship – Antimicrobial Resistance poses one of the most important risks to our health today and occurs when an organism develops resistance to an antimicrobial that is used to treat it. Antimicrobial Stewardship is a practice that has shown to decrease inappropriate antimicrobial usage, improve customer outcomes and reduce adverse consequences of

antimicrobial use.

Dose Administration Aids – Pharmacy prepared aids whereby solid oral medications are divided, sealed and packaged according to the dose schedule throughout the day. Dose Administration Aids are fully labelled by a pharmacist and used where customers may have specific problems preventing them from managing their medications in the original manufacturer's packaging. Dose Administration Aids can be blister packs, sachet systems and compartmentalised boxes.

Medication Administration – The process of giving a dose of medicine to a customer. This usually incorporates understanding the dose, what the medication is for and when to take it, potential side effects, and storage. Administration in the Home Care sector is undertaken by a Registered Nurse.

Medication Assistance – When a non-registered support worker who meets the competency requirements set out in the *Staff training and requirements* section of this policy, assists a customer with self-administration of their medication. The customer is still responsible for medication management with medication assistance.

Medication Prompting – Reminding or encouraging a customer to take their medication. The customer is still in control of their medicines and may decide not to take them or to take them later. Prompting can be useful when a person knows what medicines to take and how to take them but may simply forget the time.

Non-Packaged Medication – Any medication that is not in its original packaging as supplied by the pharmacist. This type of medication is not to be administered due to the potential risks involved.

Non-Prescription Medicine – Any medication that has been purchased or obtained without a formal general practitioner/hospital prescription, often referred to as 'over the counter' medicines. This includes complementary and alternative medications, supplements, homoeopathic medications and complementary medications.

Open Disclosure – Open discussions and communication with each customer/their representative when something goes wrong within the service that has caused harm or may potentially cause harm to a customer. This harm may be physical, psychological or social resulting in loss of quality of life, impairment, suffering, injury, disability or death.

Prescription Only Medication – Any medication listed in Schedule 4 or Schedule 8 of the *Poisons Standard 2019* and which is only available to the public on prescription by a medical practitioner or dentist.

Schedule 8 Medication – These are medicines with strict legislative controls, including opioid analgesics. Also called ‘schedule 8 poisons’ and labelled ‘controlled drug’.

Pro Re Nata (PRN) Medication – PRN medication is prescribed by a health professional for a person to take as needed. PRN medication can include prescription and non-prescription medications. Persons requiring support to manage PRN medications must be referred to a Registered Nurse for management.

Cytotoxic Medication – Also known as chemotherapeutic agents, cytotoxic medications are a class of medications primarily used in the treatment of conditions like cancer and autoimmune diseases due to their ability to selectively target and inhibit rapidly dividing cells. These medications pose potential risks to care workers, customers, and the environment, and require strict adherence to safety precautions during their administration and handling. Precautions include the use of appropriate personal protective equipment (PPE), dedicated preparation areas, safe administration practices, proper waste disposal, spill response protocols, and adherence to environmental controls, all aimed at minimising the risks of exposure to these hazardous medications and ensuring the safety of all individuals involved in their management.

Supporting Self-Medication – Supporting a person with their self-medication means the person is cognitively aware, has been educated about and accepts responsibility for their own medication regime. For various reasons the person is unable to take the medication out of the container and/or requires assistance with drinking to take the medication.

Home Medicines Review – A Home Medicines Review (HMR) is when an accredited pharmacist checks the medicines an individual is taking at home. A Home Medicines Review makes sure that an individual's medicines are safe. A Home Medicines Review also checks that:

- An individual is taking their medicines correctly
- An individual's medicines are working for them

A Home Medicine Review involves a customer's doctor and their preferred community pharmacy. It may also involve other health care team members, such as carers or nurses in community practice

Policy

The health, safety, and wellbeing of HomeMade customers accessing support with medication is of paramount importance.

All medication support practices align with individual support plans.

HomeMade will support customers to manage their medication based on the following order of preference:

1. Self-management by the customer.
2. Supported by the customer's family or support network.
3. The customer contracts a suitably skilled and qualified Support Worker to provide medication prompting.
4. The customer contracts a suitably skilled and qualified Support Worker to provide medication assistance.
5. The customer contracts a Registered Nurse to provide medication administration.

HomeMade will review medication support with the customer at least annually or as required, for example, following a hospital stay, health deterioration, or an incident related to medications.

HomeMade encourages and supports medication reviews, e.g. Home Medicines Review, when required.

Procedures

Consent and Considerations

When providing medication support relating to medication, HomeMade staff must first ensure the customer has provided consent and understands the processes.

Customers must be informed about and helped to understand HomeMade's medication support processes in a way that meets their communication needs and cognition.

HomeMade will ensure customers are involved in decision making as far as possible according to their capacity, including HomeMade focusing on supporting and encouraging customers to self-administer their medication as the first step where appropriate.

If the customer is unable to provide consent, an authorised person responsible for making health related decisions in line with *HomeMade Supported and Substitute Decision Making Framework, Policy and Procedure* is able to provide consent on their behalf.

HomeMade will ensure to establish each customer's preferences in relation to the staff supporting them with their needs related to taking their medication, how that occurs, any cultural or other diversity considerations and how much involvement the customer would like to have, prior to commencing support.

Capacity Determination

Where HomeMade is uncertain about a customer's ability to manage their medication, HomeMade may request a capacity assessment. This can be completed by a qualified health care professional (such as a General Practitioner) in consultation with the customer and those involved in their care.

Given capacity can vary over time, a review may be requested regularly by a qualified health care professional to determine if the customer's capacity has changed.

Where appropriate, customers are to be supported to implement strategies to work towards improving their capacity to self-administer and manage their own medications.

Dignity of Risk

All customers have rights to make decisions, involving varied levels of risk, within their capacity.

HomeMade respects customers' choices and involves them in conversations about potential risks.

Staff Training and Requirements

HomeMade will ensure that customers understand the competency requirements for contractors to provide appropriate and safe support to an aged person in relation to their medication needs. HomeMade will ensure that service tasks related to medication support are clearly documented and will not allow customers to engage contractors unless they have demonstrated the

appropriate competency and qualifications required.

All contractors engaged by customers and supporting customers with medication prompting must have demonstrated requirements to deliver personal care (Certificate III in Individual Support qualifications or equivalent, or at least two years' relevant experience).

All contractors engaged by customers and supporting customers with medication assistance must have already completed training in the following, delivered by a Registered Training Organisation (RTO):

- First Aid including Basic Life Support;
- Recognise Health Body Systems; and
- Assist Clients with Medication.

All contractors engaged by customers and supporting customers with medication administration must be a Registered Nurse with current AHPRA registration who is acting within their scope of practice or an Enrolled Nurse with current AHPRA registration working under supervision from a Registered Nurse and who has completed *Administer and Monitor Medicines and Intravenous Therapy*.

See Appendix A

Customers self-administering and managing their own medications

HomeMade supports and encourages customers to manage their own medication when they are able to do this safely and independently.

Where concerns about safety or risk are identified, HomeMade may request written advice from a customer's General Practitioner confirming that a customer has the capacity to retain responsibility for the management of their own medication.

Customer unable to self-administer their own medications

HomeMade will partner with the customer to update their support plan to include the required medication support (prompt, assist or administer). HomeMade will provide guidance to customers self-managing their Home Care Package to contract appropriate support.

See Appendix A

Medication Support

Contractors engaged in medication administration must ensure:

- The **right medication** is being administered;
- The medication is being administered to the **right person**;
- The **right dose** is being administered;
- The medication is being administered at the **right time**;
- The **right route and administration method** is being used as prescribed; and
- The **right documentation** is being completed.

Contractors administering medication should understand:

- The reason the customer is taking each medication;
- How the medication is to be stored and administered;
- The possible side effects of the medication and interactions with other medications; and
- How to utilise their first aid equipment if required.

Contractors must not administer medication to customers if:

- The above processes have not been followed;
- The medication is past its use by date or has been damaged;
- The customer is asleep, unconscious, drowsy, vomiting or having a seizure or other immediate health concern; or
- The staff member identifies a medication administration error from the previous administration service (e.g. missed medication from contractor visit).

Medication Refusal

Customers have the right to refuse their medications at any point during prompting, assisting or administering.

If a customer refuses to take any medication, contractors are encouraged to:

- Explore with the customer why they are refusing to take the medication;
- Explain to the customer why the medication is needed;

- Wait up to 30 minutes and discuss again;
- If refusal persists, document the reason for refusal.
- Contractors must adhere to HomeMade's Incident Management Policy and Process

Restrictive Intervention – Use of Medication (Chemical Restraint)

Where HomeMade staff or contractors engaged for medication support identify concerns about the use of medications for restrictive purposes they will follow HomeMade's *Restrictive Practice policy* and *Clinical Escalation process*.

Alterations to Medication

Altering medication requires written consent from a pharmacist or health professional. This includes crushing or breaking tablets. Medication is not to be hidden in food or liquids.

Prohibited Practices

HomeMade contractors must not administer unapproved medications, use prohibited administration methods, or handle or administer medications for Voluntary Assisted Dying (VAD) purposes. Prohibited administration methods also encompass practices outside their scope of practice, and when formal training and competency assessment has not been completed.

Contractors must not leave medications of any type in an area where they are unsupervised and accessible to unauthorised persons. Contractors must not remove medications from a customer's home.

Medication Support Documentation

Medication support documentation includes ensuring any medication support required is detailed in the customers support plan. The Support Plan will detail the requirement for any contractor engaged in medication support to document adherence to medication related tasks. The Support Plan will delineate the precise nature of support needed, whether it involves prompting, assistance, or administration of medications. In addition, all instructions and safety precautions pertaining to the handling and administration of cytotoxic medications shall be documented in the customer's Support Plan and when any clinical referrals are made. Contractors providing support to HomeMade customers must provide appropriate service documentation regarding service delivery, with specific detail

regarding any identification of customer change in condition or deterioration.

Storing Medications

Customers are advised to store medicines safely. HomeMade does not store customer medications.

Medication must be disposed of properly. HomeMade recommends that customers consult with their pharmacist on appropriate disposal of any unused medications.

Reporting

Where contractors have any concerns or questions about a customer's medication support or their responsibilities they must contact HomeMade for guidance. This includes reporting on any concerns in relation to customers being continuously prescribed antibiotics for long term use. Open disclosure is practised for medication-related incidents.

Antimicrobial Stewardship

HomeMade customers receive routine health care, physical examinations, immunisations and assessments and treatment for health conditions including illnesses and injuries from their external Medical Practitioner/s. This includes the prescription of medications, including antibiotics/antimicrobials.

Whilst HomeMade is not responsible for the prescription of antimicrobials, our staff are educated on antimicrobial resistance and antimicrobial stewardship to allow them to report any concerns they may observe related to the prescription of antimicrobials for customers.

Incidents

Incidents relating to medication refusal, misuse, errors or similar must be reported in accordance with HomeMade's *Incident Management Policy and Procedure* and *Open Disclosure Policy and Procedure*. This includes the need for open disclosure should something go wrong within the medication support that has caused harm or may potentially cause harm to a customer.

Supporting Documents

Documents relevant to this policy and procedure include:

- *HomeMade Clinical Governance Framework*
- *HomeMade Supported and Substitute Decision Making Framework, policy and Procedure*
- *HomeMade Deteriorating Customer Policy and Process*
- *HomeMade Incident Management Policy and Process*
- *HomeMade Initial Assessment Policy and Procedure*
- *HomeMade Clinical Escalation Process*

Monitoring and Review

This policy and procedure will be reviewed at least annually by the Leadership Team and incorporate staff, customer and other stakeholder feedback.

HomeMade's *Continuous Improvement Plan* will be used to record and monitor progress of any improvements identified and where relevant will be incorporated into service planning and delivery processes.

Appendix A

Medication Support Matrix

Medication Support Type	Competency required	Tasks may include	Tasks do not include
Medication Prompting	Support workers who have demonstrated sufficient relevant experience to deliver personal care (2 years experience) or Certificate III in Individual Support	• Verbally prompt customers to self-administer prescribed medications in line with the customer's documented support plan • Report medication errors or refusal • assist customer to	• Fill dose administration aid • Provide training to other support workers or sign off on competencies • Prompt medications that have not been prescribed • Prompt PRN

	(CHC33021) or Certificate III in Basic Health Care (HLT31220) or Certificate IV in Disability Support (CHC43121) or Certificate IV in Ageing Support (CHC43015) or Certificate IV in Mental Health (CHC43315) or Diploma of Mental Health (CHC53315) or Certificate IV in Alcohol and Other Drugs (CHC43215) or Diploma of Alcohol and Other Drugs (CHC53215)	use self administration aids for self administering medications	medications • Administer any medications • Handle any medications intended for Voluntary Assisted Dying • Make decisions about medication outside of the support plan and packaging directions, e.g. to withhold or change a dose in any way. • Assist with any food or medication via PEG feeds or flushing tubing. • Set up or manage a syringe driver • Use of chemical restraint
Medication Assisting	Assist clients with medication (HLTHPS006) or Administer and monitor medications (HLTHPS007)	• Assist customers to self-administer prescribed medications in line with the customer's documented support plan • Take medication contained in a dose administration aid from the area where it is stored and hand the container to the customer as	• Fill dose administration aid • Provide training to other support workers or sign off on competencies • Assist with medications that have not been prescribed • Alter any medication, i.e. crush or split a medication

		requested • Provide assistance with opening a medication container as requested by the customer • Remove medication from a dose administration aid and place it into another container (such as a Pil-Bob) or the customer's hand as requested • Observe the customer to ensure they do not experience difficulty in administering their medication • Assist the customer to make a record of the medication taken. • Aiding in nasal and oral medication routes	• Assist with PRN medications • Assist with injections, including insulin • Assist with Schedule 8 medications including sedatives and opioids that are not supplied in a dose administration aid or a patch • Handle any medications intended for Voluntary Assisted Dying • Assist with rectal or vaginal medications • Pour liquid medications • Make decisions about medication outside of the support plan and packaging directions, e.g. to withhold or change a dose in any way. • Assist with any food or medication via PEG feeds or flushing tubing. • Set up or manage a syringe driver • Use of chemical restraint
Medication Administration	Registered Nurse who has maintained AHPRA registration	• Work within scope to administer medications via prescribed routes of	• Handle any medications intended for Voluntary Assisted

	Enrolled Nurse who has maintained AHPRA registration <i>working under supervision from a Registered Nurse and has completed the following unit of study: Administer and Monitor Medicines and Intravenous Therapy - HLTENN040 (previous course code HLTENN007)</i>	administration • Altering medication, i.e. crush or split, where specifically approved by a Medical Practitioner or Pharmacist • Administer PRN medications as prescribed • Administer injections as prescribed • Administer Schedule 8 medications from original packaging as prescribed • Fill medication dose aids • Provide training to competent Support Workers for oral medications from a customers labelled pharmacy container • Set up and manage a syringe driver (if within scope of practice and competency attained)	Dying • Administer medications that have not been prescribed
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Document Control

Version No.	Issue Date	Document Owner
1	September 2023	Head of Clinical
Version History		
Version No.	Review Date	Revision Description