



Medication Support and Administration Procedures

Members should be encouraged to maintain their independence as long as possible including managing their own medicines in a safe and effective manner.

Members are encouraged to take responsibility for their own healthcare and seek the advice and guidance of General Practitioners, Specialists and Health Professionals. These professionals prescribe the treatment and medication required.

In all instances, medication support and administration to Members supported must follow the least restrictive alternative and be under the direction and authorisation of a qualified medical practitioner. It is the responsibility of Cam Can and its employees who are charged with supporting members to ensure that prescribed medication is administered as directed.

When Members require some support in managing their health, including medication, the following procedures are to be implemented to ensure that employees/contractors support and administer all medications (including non-prescribed medications) to Members supported by Cam Can in the safest, most hygienic and effective way possible whilst strictly following all doctors or pharmacists instructions.

Where employees are required to administer medication Cam Can will ensure that training is provided and that employees will be required to demonstrate their competency before administering medication unsupervised. Training will be recorded in the Cam Can Training Register

Medication support is the prompting and/or assisting the Member with self-medication and may involve:

- reminding and/or prompting the Member to take the medication
- assisting (if needed) with opening of medication containers for the Member
- And other assistance not involving medication administration.

If medication support is being provided by support staff then the Member retains all responsibility for their medications. In this case recording is not required on the part of the Cam Can employee/ contractor.

Medication Administration is the physical action of giving of medication and may involve:

- storing the medication
- popping Webster packs or opening Liquid medication containers
- removing the prescribed dosage
- giving the medication to the member as per instructions.
- ensuring the member has taken the medication

If medication administration is being provided, the Support Worker is responsible for ensuring that the member takes their medications. They are also required to record the date, time and medication dispensed.

Medication Support Plan

If a Cam Can member requires support in managing their health, including attendance at medical appointments, filling prescriptions or assistance in managing their medication, the following steps are required to ensure clear documentation of the responsibilities and process are required:

- Member of Family/ Guardian to complete a medication consent form.
- A Medication support plan is developed with the Member and Cam Can Service Co-ordinator (Cam Can employee) that documents the following:
 - Diagnosis if relevant.
 - Medications prescribed and other
 - Medical Health Professionals involved in Member's health care and contact details.
 - Regular pharmacy where prescriptions are filled.
 - Allergies and adverse reactions.
 - Storage of Medications
 - Medications and how they are to be managed and by whom. Refer to pharmacist's instructions/ medication information.
 - Process for recording
 - Process for Medical Emergencies

All staff involved in supporting a member with their medication must be familiar with the medication support plan and the process to follow if a medical emergency occurs. All new staff are to be familiarised with the Member's medication support plan and have demonstrated competency over two occasions, as observed by the Service Co-ordinator and or family member. The agreed upon and documented Medication support plan is to be provided to all staff or contractors working with the Member.

Dispensing Medication Procedure

- **All prescription medications are to be dispensed in a Webster pack by the pharmacy.** Where medication is not able to be dispensed in a Webster pack (e.g. Liquid, eye drops, ear drops, ointment, cream) Cam Can support staff are to follow the instructions provided by the dispensing pharmacist.
- Before commencing administration of medication, staff are required to wash and dry their hands thoroughly.
- Before any staff member administers medication to a Member being supported the following steps must be completed:
 - Ensure the medication to be delivered is prescribed for the person
 - Check the time medication is to be given
 - Ensure contents of Webster pack match the prescription details.
 - Ensure the Webster pack is current, not expired and the dose being given is allocated to the right day and time
 - If not dispensed in a Webster pack check dose of medication and any specific instructions regarding the medication.
- Check Specific instructions regarding the medication e.g. to be taken with food as recorded on the Webster pack.
- If any of the above steps are inconsistent with the information in the Member's individual support plan or detailed on the Webster pack then the medication is not to be administered. In the event that this occurs, contact either the Service Coordinator or dispensing pharmacy as named on the Webster pack.
- When administering medication do not allow any interruptions. This is often how mistakes happen.
- For Members requiring assistance, staff are to provide support and supervision as required. The medication should be given to the person in the most independent manner possible however; you are

ultimately responsible to ensure that the person has taken their medication. Do not leave the Member until you are certain they have completely swallowed their medication.

- After administering the medication, sign that the medication has been given and swallowed by the person supported. In the event that a person refuses or has not swallowed their medication, report the matter to the Service Coordinator.
- Only medication prescribed for the Member should be given to that person, do not use it for anyone else, it is illegal and it may be dangerous.
- Observe the Member for any side effects particularly if they have commenced a new medication or it has been administered with a PRN medication (as and when required e.g. Panadol for headaches) or if an existing medication has been increased or decreased.

Storage of Medications

All medications are to be stored in a place agreed with the Member in the person's home. The designated area must be dry, out of direct sunlight and not provide easy access to visitors or children. The storage place is to be consistent; once medication is administered the medication is to be returned immediately to the agreed storage place.

When the Member is being supported is in the community and medications are required. Ensure that medication is stored safely and securely in a dry space and follow the steps for dispensing medication as outlined above. Staff are to ensure the person has the required medication with them prior to leaving home.

Attendance at Medical Appointments

When support staff support a Member to attend medical appointments. They may be required to assist a member in a range of ways to have their health needs met. This may be sharing information with the Member or Doctor, or recording information to share with others. A Cam Can medication order form is to be used to document the Member's medication. This is to be completed by the Member's Medical Practitioner. The support person is also responsible for sharing all relevant information with the Service Co-ordinator, appropriate others including family and other support staff.

Filling Prescriptions

Where appropriate, the Member is to obtain and fill their own prescriptions for medications. Where necessary support staff can assist the Member with filling their prescriptions, monitoring medication supply and making doctor's appointments to renew prescriptions. If possible medical information sheets regarding the Member's specific medication, including side effects are requested from the pharmacy. **All medication is to be dispensed into Webster packs wherever possible.**

Other Agencies Administering Medication

Support staff are to be aware of other agencies role in administering medication to members of Cam Can (e.g. Silver Chain giving insulin). If other agency staff fail to attend or if there is a concern about medication given, staff are to contact the Service Coordinator or if required emergency services.

Medication Incidents

If there is a medication error, such as the following:

- omission, (failing to give a medication)
- the Member experiences an adverse reaction,
- the Member refuses medication,
- wrong medication given
- medication is given at wrong time
- medication is missing or lost,

Support staff are to contact appropriate emergency services e.g. local GP or Pharmacy, Poisons Information, or Ambulance to ensure the Member's well-being. Staff are to call the Service Coordinator to advise them of the incident. Incident Report and Investigation Form to be lodged.

Medication Records

When Members require assistance to manage their medication Cam Can support staff are required to maintain appropriate records. Recording may be made on the pharmacy dispensing form accompanying the person's Webster pack or on a Cam Can Medication Recording Form. The medication recording sheet is to detail the time and date medications are given and to be signed by support staff. The medication sheet is to be kept with the Member's medication.

Related Documents

- Medication Support and Administration Policy
- Medication Consent Form
- Medication Order
- Medication Recording Sheet
- Cam Can Training Register– Administer Medications Unsupervised
- Incident Report and Investigation Form
- Policy on Privacy, Dignity, Confidentiality and Data Protection