



**WINTON SHIRE COUNCIL  
COMMUNITY CARE SERVICES**

# **MEDICATION MANAGEMENT POLICY & PROCEDURE**

# MEDICATION MANAGEMENT – POLICY & PROCEDURE

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# MEDICATION MANAGEMENT – POLICY & PROCEDURE

## POLICY STATEMENT

Winton Shire Council's (WSC) Community Care Services team is committed to the safe practice and quality use of medications for Consumers living at home, in line with the relevant legislation and guidelines. Consumers shall be supported to administer and manage their medications by identifying their medication needs, goals and preferences.

Council will continue to build on known strengths, champion creative solutions and seek new and sustainable ways to deliver superior outcomes in relation to the care and services provided by our Community Care Services Team.

## SCOPE

This Community Care Services (CCS) policy and procedure applies to Council's CCS team members, Consumers and/or their representative/s who have partnered with Council to receive home care and other services.

## DEFINITIONS

**Community Care Services** – Includes support services funded by the Department of Communities, Department of Health, National Disability Insurance Scheme (NDIS), Department of Human Services

**Consumer** – A person who receives approved services from a service provider

**Council** – Winton Shire Council

**NDIS** – National Disability Insurance Scheme, provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability.

## PROCEDURE

### General Responsibilities

Management shall ensure that a partnership approach is adopted with all Consumers. Management shall ensure the establishment and delivery of safe care and services to all Consumers, by trained and experienced CCS team members. Management shall ensure that care and services are:

- Best practice
- Tailored to the Consumer needs
- Optimises the Consumer's health and well-being

**Note:** Management is responsible for contacting the Consumers Doctor in the event that the Consumer is not managing their own medication administration correctly.

The CCS team shall follow the requirements of this policy/procedure and Consumer care plans, participate in development opportunities, work to establish partnerships with the Consumer's and deliver safe care and services that address the Consumers current needs, preferences and goals.

Consumers and their representative/s shall support a partnership approach with Council, to provide input into their needs and preferences for the medication management they require.

### Awareness and Training

CCS team members shall:

- Understand and follow the requirements of this policy/procedure - Failure to adhere to this policy/procedure could jeopardise the health and safety of Consumers. Consequences may lead to an investigation and disciplinary action.

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- Not make any decision/s about Consumer medication and shall contact management if they have any concerns about the way a Consumer is managing their medication regime.
- Ensure they have a current First Aid Certificate.

## **Consumer Rights in Medication Management**

Consumers have the right to:

- Consent or refuse medication management by the CCS team.
- Receive medication(s) at the time indicated as per the Doctor's order, and according to relevant funded program guidelines and the Consumer's Care Plan.
- Manage their own medicine regime if assessed as competent to do so.
- Receive assured confidentiality in relation to their medicine regime.
- Receive medication management that promotes the safe use of medications and the Consumers privacy.
- Be given advice and support on medicine use from health professional's including Registered Nurses, Pharmacists, Dentists and Medical Practitioners depending on the relevant program guidelines.
- Receive encouragement and support to maintain independence in the administration of medicines in a safe and effective way.
- Refuse their medication.

## **Consumer Assessment**

An assessment is needed to determine a Consumer's capacity to participate in the management of their medication.

Where a Consumer requests medication management the CCS team shall:

- Arrange a Doctor, Registered Nurse or Pharmacist, to complete an assessment of the Consumer's ability.
- Where Consumer medication management is consented, complete a Consumer Medication Consent form and Medication Care Plan.
- Request a Long-term Medication Management Chart from the Consumers Doctor.

## **Consumers Who Self-Medicate**

- Consumers shall be asked about their ability to self-medicate on admission to a community program and at regular intervals as per relevant program guidelines or when there is a change in physical or cognitive abilities.
- Consumers shall 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 Consumers.
- Consumers shall ensure that their medications are stored safely. It is recommended medications are stored in a cool, dry and secure place.

**Note:** There may be some medications requiring refrigeration. The Consumer must follow the directions on the Product Information Sheets provided by the Pharmacy.

- Consumers shall ensure their medications are kept out of reach of children who may be a resident or visitor of the home.
- Consumers shall supply their own scripts to the pharmacy.

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## Assisting Consumers with Prescribed Medication - Safely and Effectively

- CCS team members who assist with Consumer medication management, shall work within their scope of practice and be deemed competent to perform tasks accordingly.
- Team members shall refer to the Consumers Care Plan on how to manage the Consumers medication, and how they may need to provide assistance in the case of an emergency i.e. asthma, allergies etc.
- Where Consumers require support with self-administering their daily medication, employees shall assist them with strict adherence to the appropriate guidelines.
- Team members shall prompt and assist the Consumer with self-medication including:
  - Reminding and prompting the Consumer to take medication
  - Assisting with opening medication containers
  - Checking correct dosages
  - Assisting with spacers, wafers and inhalers
  - Assist with topical medications as ordered by the Consumer's Doctor or noted within the Care Plan and after checking the expiry date such as:
    - Topical creams/lotions/barrier cream for a rash (as prescribed and not for wounds), pain relief or moisturiser
    - Eye, ear and nose drops
    - Transdermal patches (excluding Schedule 8 medicines)
    - Liquid medication (excluding Schedule 8 medicines)
  - Providing other assistance that does not involve medication administration, i.e. adjusting posture, providing water etc.
  - Assisting in retrieving and returning medication to their storage location
- In the case of an emergency, employees are required to call 000, and administer first aid.

NOTE: Injections can only be administered by a Qualified Nurse/Doctor/Pharmacist

## Protocols

CCS team members shall ensure that the following medication management protocols are followed:

- Employees are not to assist in medication management for any Consumer who is self-administering.
- Only medications ordered by the Consumers Doctor or other authorised prescriber are to be managed.
- Employees are able to assist Consumers with the collection of their dose administration aid packed medications and topical medications from the pharmacy.
- Collection of Schedule 8 medications and any other unpacked medications is not allowed.
- If a medication is to be mixed with a medium of normal saline, water or other products, the manufacturer's instruction must be followed or the pharmacy contacted if unsure.
- Once opened some medications must be used within the given timeframe. These must have the opening date recorded on the label and disposed of on reaching the expiry date.
- Medication that has expired, shall be returned to the pharmacy.
- All medication incidents are to be reported immediately to the manager and a medication incident form completed. The manager shall contact the Consumers Doctor immediately.
- Dropped or refused medications are to be returned to the pharmacy for disposal.
- Refusal of medications for three days in a row by a Consumer, is to be reported to their Doctor. Any instructions or changes to medications from the Consumers Doctor is to be recorded in the Care Plan.

## COMMUNICATION

- Council's CCS team shall have access to this policy/procedure.

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- The CCS team shall be provided with opportunities to be involved in the review of this policy/procedure.
- All relevant employees shall read and understand this policy/procedure at the time of their employment/orientation.
- Changes/amendments made to this policy/procedure document shall be communicated to the relevant CCS team members.

## ENFORCEMENT

The failure of any employee to comply with this policy/procedure in its entirety may lead to:

- Council's performance management process being implemented - which may involve refresher or further training, or
- Modification or termination of employment.

## RELATED COUNCIL DOCUMENTATION

- Aged and Disability Care Admission Policy and Procedure
- Aged and Disability Reassessment Policy and Procedure
- Consumer Agreement/s
- Consumer Support plan / Care Plan
- Feedback & Complaints Policy and Procedure
- Medication Consent Form
- Medication Care Plan
- Privacy and Confidentiality Policy
- Risk Assessments

## LEGISLATION, RECOGNISED AUTHORITIES AND OTHER SOURCES

- Aged Care Act 1997
- Aged Care Quality Standards
- Aged Care Quality and Safety Commission <https://www.agedcarequality.gov.au/>
- Anti-Discrimination Act 1991
- Commonwealth Home Support Programme Program Manual 2018-2020
- Charter of Aged Care rights <https://www.agedcarequality.gov.au/consumers/consumer-rights>
- Department of Health - Guiding Principles for Medication Management in the Community 2006 <https://www1.health.gov.au/internet/main/publishing.nsf/Content/Publications-16>
- Health direct - Home Medicine Review <https://www1.health.gov.au/internet/main/publishing.nsf/Content/Publications-16>
- Home Care Packages Program Guidelines 2015
- National Disability Insurance Scheme (NDIS) Practice Standards
- NDIS Quality and Safeguards Commission <https://www.ndiscommission.gov.au/>
- NDIS Code of Conduct [NDIS Code of Conduct \(NDIS Providers\) | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-code-of-conduct)
- Privacy Act 1988 (Federal)
- Privacy Amendment (Public Health Contact Information) Act 2000 (Federal)
- National Strategy for Quality use of Medicines 2002
- Standard for the Uniform Scheduling of Medicines and Poisons <https://www.health.qld.gov.au/asides/clinical-practice-asides-navigation/asides/schedule-8-medicines>
- Work Health and Safety Act 2011

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- Work Health and Safety Regulation 2011

## CEO DISCRETION

Where applicable, the CEO can apply their discretion as to the enforcement of the requirements outlined in this policy/procedure and any requests for variations to this document.

## REVIEW OF POLICY

This policy/procedure remains in force until amended or repealed by resolution of Council. This document will be reviewed biannually or as required.

RECORD OF AMENDMENTS and ADOPTIONS			
DATE	REVISION NO	REASON FOR AMENDMENT	ADOPTED BY COUNCIL
December 2021	V1.0	Preparation for Council Adoption	16 December 2021