

## POLICY STATEMENT

Zest Care believes that each client has the right to be actively supported to manage their own medication independently. If clients require help, Zest Care will provide a skilled Support Worker to assist them ensuring that medication is taken according to medical practitioner directions. Clients must have medication packed in a Webster Pack.

Always ensure **PRIVACY, DIGNITY** and **CONFIDENTIALLY** are respected and upheld.

**Medication Management** includes: prescriptions, doctor's appointments, obtaining medication from a pharmacy, transporting medication, administering medication, storing medication, disposing of it and medication reviews.



**Medication Administration** involves the giving of medication to the client.



**Medication** refers to prescribed and over the counter substances including prescribed creams.



## There are 4 levels of Medication Management

**Level 1** – client can independently manage their medication.

**Level 2** – clients manage medication but may need physical assistance, e.g. pop pills from Webster Pack, unscrew bottles, apply lotions or measure liquids.

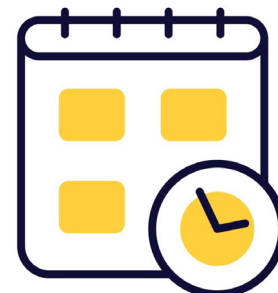
**Level 3** – A carer is responsible for medication management. They may direct Zest Care staff to administer medication.

**Level 4** – Zest Care are responsible for Medication Management.



For all **MEDICATION ADMINISTRATION** make sure to check all four 'rights.'

1. Right client.
2. Right time and frequency of administration.
3. Right number of tablets.
4. Right route of administration (tablets are stored in a Webster Pack. Other medication will indicate route on the label).



## SUPPORT WORKER RESPONSIBILITY

1. Ensure all training is completed when requested.
2. Follow medication guidance in each client's shift instructions.
3. Read effects and side effects of medication in client file.
4. Wash your hands before and after assisting with medication.
5. Follow 4 rights.
6. Complete Webster Pack Administration Form or Jotform and note in client notes.

## CC/CEM RESPONSIBILITY

1. Gather medication management details at client intake and detail these in the client's care information.
2. Request training for staff who work with clients who require medication support (Levels 2 - 4).
3. Ensure the list of effects and side-effects of medication are available to Support Workers in the client's care plan information.
4. Update a client's care plan information if their needs change.
5. Regularly check that medication administration is occurring.

### DOs

- Follow medical practitioner directions available with a client's medication.
- Fetch medicines from storage/another room.
- Open boxes and bottles.
- Pass medication to the client.
- Offer a glass of water with tablets.
- Shake liquid medication bottles.
- Follow escalation process if there is an incident or anything unusual happens (instructions specific to your client are included in the client profile in your APP).
- Encourage the client to speak to their GP or pharmacist if they have concerns.



### DON'Ts

- Cut up or crush tablets (unless specifically instructed by treating GP).
- Advise which medication to take.
- Explain the dosage.
- Give injections.



### IT IS IMPORTANT THAT YOU

Complete Webster Pack Administration Form or Jotform following administration.

### WHY IS IT IMPORTANT?

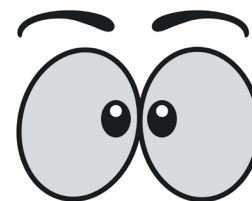
Provides evidence that the correct MEDICATION and DOSAGE has been administered, ensuring client safety.



**KEEP AN EYE OUT** for adverse effects. These include but aren't limited to:

- Shortness of breath
- Allergic reaction/skin rashes
- Light headedness
- Bleeding
- Nausea
- Unusual behavioural changes
- Overdose symptoms.

***If any adverse effects occur, apply first aid and/or call 000. An incident report MUST also be completed.***



Further information about effects and side effects can be found by looking up the medication name on [the Healthdirect app](#).

In the case of a medication incident, e.g. client forgets medication, takes wrong medication, takes at the wrong time etc. please follow the Medication Escalation Process:

## Medication Escalation process

Follow this process if there is a medication incident, e.g. the client is given the wrong medication/s or medications at the wrong time, the client doesn't take their medication for any reason, the client has a reaction to their medication.

If you are not able to speak to someone directly, move to the next contact on the list:

### Medication Incident Escalation Process

1. In the event of an emergency	Contact 000 then follow Incident, Hazard and Emergency Management Procedure.
2. Contact pharmacy	Notify them, seek direction on actions.
3. Contact GP	Notify them, seek direction on actions.
4. Contact Nurse-On-Call (1800 022 222)	Notify them, seek direction on actions.
5. Notify family/carers	Notify them, seek direction on actions if required.

### All Medication incidents

Submit incident report by end of shift and detail all actions. Also note in GH client notes.