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## **Medications**

**Lifestyle Attendants/Support Workers (Care Workers) may be required to:**

### **Prompt Customers/Clients to take their medication**

Prompting of medication is reminding a person of the time and asking if they have or are going to take their medicines. It involves monitoring the Customer/Client and reminding them to take their medication. The person is still in control of their medicines and may decide not to take them or to take them later.

### **Assist Customers/Clients to take their medication**

- Ordering repeat prescriptions from the doctor's surgery
- Picking up prescriptions from the doctor's surgery
- Collecting dispensed medicines from the pharmacy
- Bringing packs of medicines to a person at their request so that the person can take the medicines
- Bring sachets of medicines to a person at their request so that the person can take the medicines
- Opening bottles or packaging, including dose administration aids at the request and direction of the person who is going to take the medicine
- Reading labels and checking the time at the request of the person who is going to take the medicine
- Ensuring the individual has a drink to take with his or her medication

### **Administer Medicines to the Care Recipient**

**Care workers must be trained in medicine administration before the following core roles can be done**

- Giving a person medicines to swallow, apply or inhale, where the person receiving them does not have the capacity to know what the medicine is for or identify it
- Giving medicines where a degree of skill is required to be exercised by the care worker to ensure it is given in the correct way. Online assessments, support of the doctor, pharmacist and case manager may all be required to ensure appropriate knowledge of how to assist with medicines.

**A Registered Nurse or a medication endorsed Enrolled Nurse is required to:**

- Fill a 'box' medication compliance aid (if required)
- Provide training to the support worker on the administration of oral

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medication from a participant's labelled pharmacy container

### **Lifestyle Attendants must follow:**

- Right Drug. ...
- Right Patient. ...
- Right Dose. ...
- Right Route. ...
- Right Time and Frequency. ...
- Right Documentation. ...
- Right History and Assessment. ...
- Right to Refuse
- Right education and information

### **Care Workers must:**

- Completed Medication Awareness Training in order to prompt and assist customers with medications
- Have completed competency-based training in the administration of medications that includes being informed and aware of the risks associated with altering the oral dose form of a medication
- Be aware that they have a 'duty of care' to ensure the proper use of medication
- Report any changes or variations in the participant's health and wellbeing and medication orders to the Managers/Service Delivery Officers
- Report when medication is refused
- Not give any medications to a Customer/Client that has not been ordered for that Customer/Client
- Document the administration of medication as per the requirements of Enhanced Lifestyles/Lifestyle Assistance Accommodation Service.

### **INSULIN**

Insulin is a hormone that lowers the level of glucose (a type of sugar) in the blood by helping glucose enter the body's cells.

Insulin is only to be administered under strict conditions:

- The Customer/Client has been involved in assessment and development of the Plan for their medication sub-cutaneous injection with a skilled Registered Nurse or a person deemed competent by Enhanced/Lifestyles Lifestyle Assistance Accommodation Service

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- The provider has documented written or phone orders by the doctor prescribing the medication that trained Care Workers may administer by sub-cutaneous injection (see attached Doctors orders form)
- That the treating doctor has been given this guideline on administration of Insulin by Care Workers in the community
- The provider has appropriate policies and procedures including a training program relating to the support provided to a customer receiving SC injections and related medication
- There is a written procedure for administration of Insulin by a Care Worker to the Customer/Client
- The procedure and Doctors approval is attached to medication order and retained in the home of the Customer/Client with a copy retained by Enhanced Lifestyles/ Lifestyle Assistance Accommodation Service

#### **Care Workers must follow:**

- The skilled Registered Nurse or a person deemed competent by the provider has developed an Action Plan to address any incident or emergency in relation to their SC injection or medication error
- The Action Plan identifies escalation and management of any incident or emergency. The plan is to include actions on any incident that is outside the scope of practice or any situation and or emergency. A Doctor or Clinical Nurse is to be contacted immediately for guidance and assistance. All incidents are to be documented.
- All Care Workers have completed competency-based training by a Registered Nurse, Doctor or a person deemed competent by the provider - relating specifically to the customer injection and medication needs, managing a related incident and understanding the basic knowledge relating to the medication being delivered
- Reporting is by exception – when an incident, emergency, error in medication or change of Plan occurs
- If a Care Worker is trained to administer insulin they are only allowed to administer from Insulin pen only not from Vial. If Customer/Client does not have insulin pen, please contact the service provider.

***The approval to implement individual services in accordance with this Guideline remains at the discretion of the treating doctor.***



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***See QF114 - Doctors Order for Insulin (to be Administered by Support Workers)***