

Title	ACIA 004 - Administration of Oral Medication in the Community by Support Workers
Purpose	This guideline is to assist service providers (organisations and individuals), Participants, stakeholders, and funders to determine qualifications, skills, and competencies required for support workers to administer oral medication safely in the community in the provision of safe, high quality, and consistent services to Participants.
Background	<p>Historically medication administration was considered the role of a registered nurse. This was due to lack of guidelines or legislation regarding support workers safe practice in the delivery of the medication.</p> <p>However, risk analysis by government departments and changes in legislation such as various Poisons Acts and the Boarding Houses Regulation 2013 has identified the skill and competencies required for this task. This has led to significant shifts in practice. It is now acceptable for support workers with appropriate competency training and assessment to administer oral medications.</p> <p>It should be noted that there is no prohibition under any Poisons Act in Australia for a person to administer or assist in the administration of a medication prescribed by an authorised prescriber and labelled for the Participant by a registered pharmacist.</p> <p>As Participant involvement and service direction has increased it is imperative to involve the Participant in all aspects of the service delivery and the direction of their services to the level of their ability.</p> <p>It is further acknowledged that dignity of risk is an important part of this choice and control.</p>
Scope	This guideline applies to the administration of oral medication in the community in Australia or Australians visiting overseas with their Australian support worker/s.
Disclaimer	This guideline is provided to help guide best practice in the community support industry. This information does not in any way replace legislative, regulatory, or contractual requirements. Users of this document should seek appropriate expert advice in relation to their circumstances. ACIA does not accept any liability on the use of this guideline.

<p>Desired Outcome</p>	<ul style="list-style-type: none"> • To maintain a quality and safe standard of care • To reduce confusion as to when it is appropriate to use trained support workers to administer oral medication to participants in the community
<p>Definitions and Supporting Information</p>	<p>Community Supports and/or Services is defined as the provision of paid supports and services in a participant's home or community. It includes but is not limited to, the following activities of daily living:</p> <ul style="list-style-type: none"> • clinical supports • community access • gardening and home maintenance • higher risk supports • housework or domestic assistance • nursing services • palliative care • personal care or support • respite care • social support • transport assistance <p>Support Worker is an individual who assists or supervises a participant to perform tasks of daily living to support and maintain general wellbeing and enable meaningful involvement in social, family and community activities in the person's home and community. The Support Worker is a paid person who has access to education, support and advice from the Service Provider line manager or team leader. Support Worker has been commonly known as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.</p> <p>Service Providers are organisation or a person who are funded for the delivery of supports and services to participants</p> <p>Carer is a person that provides supports to the participant at no cost (generally family or friend).</p> <p>Support Worker Competency means a support worker who has been trained and assessed as competent by a skilled registered nurse or a person deemed competent by the provider to safely and appropriately perform a specified task as a support worker.</p> <p>Medication means any substance which is supplied by a pharmacist or doctor or dispensed by a pharmacist on the prescription of a doctor, or supplied directly by the doctor,</p>

	<p>and has a label attached to it. The term also includes any over the counter medication or natural therapy products.</p> <p>Oral Medication means any medication taken by mouth - this includes tablets in their whole form, crushed tablets and liquid medication</p> <p>Participant means the person, client or consumer receiving community service or support.</p> <p>Registered Nurse means a person who has completed the prescribed educational preparation, demonstrated competence for practice, and is registered and licensed with the Australian Health Practitioner Regulation Agency (AHPRA) as a registered nurse.</p> <p>Blister pack means a sealed oral medication pack prepared by a pharmacist (it is commonly referred to as a Webster Pack)</p> <p>Box medication compliance aid means a box with slots that can be filled with oral medication - it is divided into days and times - <i>commonly referred to as a Dossett Box</i></p> <p>Own medication means prescription or over the counter medication for the Participant</p> <p>Prompt means encourage or remind participant</p>
<p>Guideline/Policy</p>	<p>ACIA recommends all service providers address medication administration through their risk management program and recognise consumer directed care and dignity of risk.</p> <p>Participant's own medication</p> <p>In the case of a participant's own medication, a support worker:</p> <ul style="list-style-type: none"> • May NOT fill a 'box' medication compliance aid (Dosette box) • May prompt the Participant to take their own oral medication • Should take precautions to ensure that the medication is current • For prescribed medication - that the label correctly identifies the participant • The dosage on the pharmacy label is adhered to • Comply by the 10 Rights of Medication Management <p>A registered nurse is able to:</p> <ul style="list-style-type: none"> • Fill a 'box' medication compliance aid (if required)

	<ul style="list-style-type: none"> • Provide training to the support worker on the administration of oral medication from a participant's labelled pharmacy container <p>It is recommended that a registered nurse <i>or a person deemed competent by the provider:</i></p> <ul style="list-style-type: none"> • delivers competency-based training to the support worker on the administration of oral medication • Signs off on the competency of the support worker in their ability to administer oral medications safely and accurately • Has an Action Plan in place if an error should occur. <p>Support workers may administer, oral medication:</p> <ul style="list-style-type: none"> • from a blister pack • from 'box' medication compliance aid filled by a pharmacist, doctor/dentist or registered nurse • directly from the participant's labelled pharmacy container <p>Support workers must:</p> <ul style="list-style-type: none"> • Have completed competency-based training in the administration of oral medications that includes being informed and aware of the risks associated with altering the oral dose form of a medication • Be aware that they must ensure the proper use of medication • Report any changes or variations in the participant's health and wellbeing and medication orders to their supervisor • Report when medication is refused • Not give any medications to a Participant that has not been ordered for that Participant • Document the administration of medication as per the requirements of the service provider organisation • Report any medication errors <p>Note: The safest form of oral medication is a blister pack, followed by administration directly from the participant's labelled pharmacy container</p>
<p>Resource Documents</p>	<ul style="list-style-type: none"> • ACIA Guideline 002 – Provision of Paid Support Services and Nursing in the Community

	<ul style="list-style-type: none"> • ACIA Guideline 005 – Administration of non-oral and injectable Medication in the Community • ACIA Guideline 011 – Administration of Insulin in the Community by Support Workers • ACT The Drugs of Dependence Act 1989 • SA Controlled Substances (Poisons) Regulation 1996 • TAS Poisons Regulation 2002 • NT Poisons and Dangerous Drugs Act 1983 • QLD Health (Drugs & Poisons) Regulation 1996 • VIC Drugs, Poisons & Controlled Substances Act 2004 • Guiding Principles for Medication Management in Community 2006 (Australian Pharmaceutical Advisory Council) • Guiding principles for medication management in residential aged care facilities – October 2012, Department of Health and Ageing, Australian Government • Medication Support and Administration Policy – WA HACC Program and Office of the Chief Nursing Officer, Department of Health WA • Guidelines for the Handling of Medication in Community-Based Palliative Care Services in Queensland, 2015 • NSW Boarding Houses Regulation 2013
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