

**Medication Staff Assistance**

WI.Co.W.42.01

QUALIFICATIONS	SPECIFIC TRAINING	REFERENCES
Knowledge and understanding of this work instruction.	Refer to the Community Care Medication Policy and Procedures	<p>Infection Control Policy and Procedures</p> <p>Medication Policy and Procedures</p> <p>Guiding Principles for Medication management in the community</p> <p>Victorian HACC program manual</p>

TASK	METHOD
Never	<p>As a care worker you are <b>never</b> to:</p> <ul style="list-style-type: none"> <li>• Give oral solid medications not provided in a Webster Pak or Dossett box.</li> <li>• Give oral solid medications if the blister on the Webster Pak or Dossett box is tampered with, inadequately labelled or damaged.</li> <li>• Give expired medications or medications that appear contaminated.</li> <li>• Reconstitute powdered medications.</li> <li>• Alter any medication without instruction from a prescriber or other relevant health care professional.</li> <li>• Insert, remove or reposition medication lines or objects like catheters or PICC tubes.</li> <li>• Administer injections, enemas, suppositories, vaginal creams or pessaries.</li> <li>• Diagnose or recommend medications.</li> <li>• Speak directly to the consumer's Medical Practitioner about treatment.</li> <li>• Advise family about the consumer's condition or medication.</li> </ul>
Hands	<p>Wash your hands before assisting with medication.</p> <p>You cannot touch the medication. Wear gloves at all times.</p>
Assistance with tablets, pills or capsules	<p>Webster Pak medication is designed to reduce the possibility of errors. It also places the legal responsibility of dispensing medications with the dispensing pharmacist.</p> <p>Ask the consumer to get their Webster Pak or Dossett box or access it for the consumer.</p> <p>Check if there is more than one Webster Pak or Dossett box. Ensure you are using the correct Webster Pak or Dossett box.</p>
Dispensing the oral medication	<p>Ensure you or the consumer selects the correct blister or box for the correct day and time.</p> <p>Ask the consumer to push the blister on the Webster Pak or open the lid on the Dossett box and expel the medication into a pill pot.</p> <p>If the consumer is unable to remove the medication, then assistance may be given by pushing the blister to expel the medication through the foil backing into the pill pot or the consumers hand.</p>

TASK	METHOD
Swallowing	<p>Give the consumer adequate water to swallow the oral medications.</p> <p>Ensure all medication is swallowed.</p> <p>Return the Webster Pak or Dossett box to the place it is kept.</p>
Assistance with ointments and creams, and eye, ear or nose drops, sachets, patches and liquids	<p>The right person – check the consumer’s name on the medication (if relevant).</p> <p>The right drug – check the labels on the medication (if relevant).</p> <p>The right amount – check and give the right amount of medication.</p> <p>The right route – check how the medication is to be taken or applied.</p> <p>The right time – check that the medication is being taken or applied at the right time of the day.</p> <p>The right documentation – record whether the medication was taken or applied in the consumer Communication Folder and/or medication record sheet (if relevant).</p>
Observe and record	<p>Record in the Consumer Communication Book or relevant document, the date and time that medication assistance was provided and sign.</p> <p>e.g. 1/2/2023 10.45am AM Webster Pack Doses taken – signed.</p> <p>Monitor the consumer for reactions, complaints about or side effects of the medication.</p> <p>If the consumer’s condition is life threatening call the ambulance first and then the relevant Community Care delegate.</p> <p>Document any missed or missing medication and whether the consumer had taken or applied the medication.</p> <p>Notify the relevant Community Care delegate if there is missed or missing medication or the consumer does not take or apply the medication.</p>