

Work Health Safety: Safe Work Practice: Personal & Medical
Support or assist with tablets

 Risks	Risk Level	Risk Controls
Injury from incorrect use of Schedule 8 medication	Likelihood: E Consequence: 1 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> All Schedule 8 medication to be stored in a locked box <input checked="" type="checkbox"/> Two Community Care Assistants (CCAs) who have completed the relevant Safe Work Practice must be rostered for a shifts where support or assistance with Schedule 8 medication is provided. <input checked="" type="checkbox"/> The two rostered CCAs are to double check all aspects of the supply, use, recording and storage of the medication. <input checked="" type="checkbox"/> The two rostered CCAs are to consult with the Coordinator if there is anything unusual about the medication or the client
Infection of people from clients blood and other fluids	Likelihood: B Consequence: 3 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Provide first aid as needed <input checked="" type="checkbox"/> Staff wash hands <input checked="" type="checkbox"/> Staff to wear gloves if tablets need to be touched
Poisoning or adverse reaction from tablets	Likelihood: B Consequence: 3 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure staff only use blister packed tablets or careousel – staff never to assist with tablets (even vitamins & herbal supplement) from bottles/boxes and only pharmacists are to repack careousel. <input checked="" type="checkbox"/> When more than one client is present, wait until one person has swallowed their tablets before making the other person’s tablet accessible <input checked="" type="checkbox"/> Ensure correct number of tablets corresponds with the list on the pack. <input checked="" type="checkbox"/> Coordinator to assess risks before leaving tablets accessible to clients with dementia or cognitive deficits <input checked="" type="checkbox"/> Provide first aid as needed
Overmedicating/ administering inappropriate medication	Likelihood: B Consequence: 3 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> PRN medication to be placed in separate blister pack <input checked="" type="checkbox"/> Clients behaviours and required responses to these behaviours need to be noted on client care plan <input checked="" type="checkbox"/> Staff need to be trained in recognising behaviours and responding as required <input checked="" type="checkbox"/> Ensure unwanted or expired medicines are returned to a pharmacy for disposal
Client/staff emotional distress due to fear of serious health problems	Likelihood: C Consequence: 4 Rating = MODERATE	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Provide information and reassurance to client throughout procedure <input checked="" type="checkbox"/> Provide first aid as required <input checked="" type="checkbox"/> Coordinator supporting staff.
Choking from tablets left in mouth or not swallowed properly	Likelihood: C Consequence: 4 Rating = MODERATE	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Clients to be encouraged to only take a manageable numbers of tablets with each swallowing <input checked="" type="checkbox"/> Suitable fluids to be offered & encouraged to client when they are taking tablets <input checked="" type="checkbox"/> Medical review for alternative solutions be requested if clients with dementia are not swallowing tablets.

Equipment required:

<i>Mercy Services Equipment</i>	<i>Others equipment</i>
Pilbob Personal Protective Equipment required: disposable gloves (if required)	Prescribed tablets in blister pack, or Careousel ©, suitable fluids

Activity	Worker behaviour	Client/others behaviour
a) Prepare	<ol style="list-style-type: none"> 1. Worker(s) ensure identity of the client/resident (<i>Waits until second worker is available if schedule 8 medication involved</i>) 2. Day Centre or outing staff will encourage clients to keep their tablets secure. Mercy Services staff will only store it and/or remind the client if the client repeatedly demonstrates they cannot or if requested to assist by their carer. In such cases the tablets will be kept in a locked place at the Day Centre or with staff in transit/ during an outing. 3. Worker will ask clients permission before gathering tablets and suitable fluids from within the client's home. 4. Worker(s) check the Care Plan to ensure the type of assistance required. 	<p>Clients should have blister pack available</p> <p>Client to do as much of role as possible</p>
b.1) Blister Pack - safety check (<i>if applicable</i>)	<ol style="list-style-type: none"> 1. Worker(s) ensure the correct person's blister pack and that there is no secondary blister pack that client is to use at the same time (use a twist tie to attach all current packs together if this has not already been done) - <i>If there is any discrepancy contact Coordinator before assisting with tablets.</i> 2. If more than one client is being assisted with tablets, wait until one client has swallowed their tablet(s) before making the other client's tablet(s) accessible 3. Worker(s) check that the previous day/times tablets have been removed 4. If medication is still in the pack from previous dose notify Coordinator 5. If dose to be given is not in the blister pack notify Coordinator 6. If medication is found around the client eg; on table or floor, contact Coordinator 7. Worker(s) check that the correct number of tablets as per the blistered section correspond with the list on the back of the pack for the right day and the right time. <i>If there is any discrepancy contact Coordinator before assisting with tablets.</i> 8. Explain procedure for taking tablets and what the client needs to do to assist worker. Worker to seek advice from Coordinator, prior to administration if the client/carer says the procedure or tablets ought to be different from instructions on the pharmacy label or Care Plan. 9. Ensure client is ready to take their tablets. If the client declines the tablets <i>contact Coordinator for instructions.</i> 	<p>Client to tell worker that they are ready to take tablets</p> <p>Client to do as much of role as possible</p>

Activity	Worker behaviour	Client/others behaviour
	10. Wash hands and apply gloves if it is possible there may be any contact with medication	
b.2) Careousel - safety check (if applicable)	<ol style="list-style-type: none"> 1. Explain procedure for taking tablets and what the client needs to do to assist worker. (Worker to seek advice from Coordinator, prior to administration, if the client/carer says the procedure or tablets ought to be different from instructions on the pharmacy label or Care Plan. Also contact the Coordinator if the tablets are not in the Careousel). 2. Ensure client is ready to take their tablets. If the client declines contact Coordinator before assisting with tablets. 3. Wash hands and apply gloves if it is possible there may be any contact with medication 	Client to do as much of role as possible
c) Assist client with tablets	<ol style="list-style-type: none"> 1. Provide assistance as per the Care Plan, i.e., <ul style="list-style-type: none"> - Prompt/ support client; or - Remove tablets from blister pack or tilt Careousel to remove tablets. (The Careousel reminder alarm sounds for an hour after the medication due time or until the Careousel is tilted). - Pass tablets to client either directly from blister pack or from container/Pilbob - Give client the tablets in two serves if there are a large number of tablets 2. Supervise client taking tablets if they have dementia or cognitive deficits. If the tablets have been removed from the blister pack and the client refuses to take the tablets the tablets should be destroyed (down sink or toilet) and Coordinator notified. Only leave tablets out if you have authorisation from Coordinator. 3. Offer client suitable fluids for swallowing tablets. Advise Coordinator if there is any suspicion that the client is not swallowing tablets or is having difficulty swallowing. 	Client to do as much of role as possible
d) After procedure	<ol style="list-style-type: none"> 1. Worker(s) store tablets as directed by Care Plan/Shift notes 2. Worker(s) complete the Communication Sheet and Medication Checklist 3. Ensure client is comfortable 4. Dispose of unwanted medication/rubbish appropriately 5. Wash hands (and remove gloves – if worn) 6. Contact Poisons Information Centre – ph. 13 1126 re. concerns of incorrect dose of substance 	Client to tell worker of any discomfort
e) Follow-up	<ol style="list-style-type: none"> 1. Document any incident and report it to your Coordinator immediately 	

As at 07/12/16 this Safe Work Practice is authorised for use in:

<i>Service</i>	<i>Position</i>
Day Centre	Activity Officer and Coordinator
HCP, HSP and/or NDIS	Community Care Assistant

Date for review of safe work practice: November 2019 (or if injury or changes require)

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COMPETENCY ASSESSMENT

Support or assist with tablets

Employee _____

Assessor _____ Date _____

Desired Outcome:

Assist client takes tablets as prescribed with a minimum of distress or discomfort to the client and worker.

Performance Criteria	Competence demonstrated	Comment
Prepare		
1. Day Centre/client outing staff securely store tablets - only if client cannot		
2. Seeks client's permission prior to gathering equipment		
3. Worker(s) check the Care Plan to ensure the type of assistance required.		
Blister pack – safety check (if applicable)		
1. Ensures the correct person's blister pack and that there is no secondary blister pack that client is to use at the same time (use a twist tie to attach all current packs together if this has not already been done) - <i>If there is any discrepancy contact your Coordinator before assisting with tablets.</i>		
2. If more than one client is being assisted with tablets, wait until one client has swallowed their tablets and tablets are restored before making the other client's tablet accessible		
3. Checks that the previous day/times tablets have been removed - <i>If the section has already been emptied notifies Coordinator.</i>		
4. Checks that the correct number of tablets in the blistered section corresponds with the list on the pack for the right day and the right time. <i>If there is any discrepancy contacts Coordinator before assisting with tablets.</i>		
5. Explains procedure for taking tablets and what the client needs to do to assist. Staff seek advice from their Coordinator, prior to administration, if the client/carer says the procedure or tablets ought to be different from instructions on the pharmacy label or Care Plan.		
6. Ensures client is ready to take their tablets. If the client declines contacts Coordinator before assisting with tablets.		
7. Washes hands and apply gloves if there is to be any contact with medication		

Performance Criteria	Competence demonstrated	Comment
Careousel – safety check (if applicable)		
1. Explains procedure for taking tablets and what the client needs to do to assist. Staff seek advice from their Coordinator, prior to administration, if the client/carer says the procedure or tablets ought to be different from instructions on the pharmacy label or Care Plan.		
2. Ensures client is ready to take their tablets. If the client declines contacts Coordinator before assisting with tablets.		
3. Washes hands and apply gloves if there is to be any contact with medication		
Assist client take tablets		
1. Provides assistance as per the Care Plan or SWP (prompts/ supervises removal of tablets from Blister Pack/Careousel)		
2. If client refuses to swallow tablets notifies Coordinator – for instruction to leave or destroy tablets		
3. Offers appropriate fluids to assist client swallow tablets. <i>Advises Coordinator if there is any suspicion that the client is not swallowing tablets or is having difficulty swallowing.</i>		
After procedure		
1. Stores tablets as directed		
2. Completes Assistance with Medication checklist		
3. Ensures client is comfortable		
4. Disposes of unwanted medication/rubbish appropriately		
5. Washes hands (after removing gloves – if worn)		
6. Contacts Poisons line 13 1126 if needed		
Follow-up		
1. Documents any incident and reports it to your Coordinator immediately		

Is the worker assessed as being competent? YES NO

Any required follow up action/training: _____

Signature of employee..... Date.....

Signature of assessor Date.....

