

Assistance with medication by HACC Community Care Workers

HACC Service Development

Victorian Department of Health

September 2009

This advice supplements the HACC Personal Care Policy in the Victorian HACC Program Manual by advising about assistance with medication by HACC Community Care Workers. This September 2009 advice updates the advice of May 2008 by including reference to competency units in CHC08 Community Services Training Package which was endorsed in December 2008. It has been distributed to departmental regional offices as a pdf document and has been published on the HACC website at www.health.vic.gov.au/hacc

Assistance with medication by HACC Community Care Workers is part of personal care and is provided in accordance with the HACC Personal Care Policy. This advice and all HACC policies are consistent with the Australian Pharmaceutical Advisory Council's *Guiding principles for medication management in the community June 2006*. Staff of HACC funded organisations are advised to read this guide which is available from the APAC by calling (02) 6289 7753. This guide is applicable to all HACC activities including HACC funded respite and Planned Activity Groups.

As stated in the Victorian HACC Program Manual, all Community Care Workers who undertake personal care tasks funded by the HACC Program must adhere to the HACC Personal Care Policy and must have an appropriate minimum Certificate III level qualification with the relevant personal care and first aid competency units. See the training section of the Victorian HACC Program Manual for further information. Where a Community Care Worker holds a qualification not listed in the Manual or they have completed a qualification with out personal care and first aid competency units, whether the qualification is listed in the Manual or not, then they must complete these units before undertaking personal care tasks.

In addition Community Care Workers must have completed competency based medication training before assisting with medication. Staff, undertaking personal care tasks that have not completed this training can only monitor self medication as stated in the HACC Personal Care Policy in the Victorian HACC Program Manual.

Monitoring self medication consists of observing and reporting to your supervisor e.g. you have noticed medication has not been taken by the client. Assisting with medication includes the provision of physical assistance with medication or supporting clients with self medication in response to assessed need.

The relevant first aid and personal care competency units are:

HLTFA 301B Apply first aid – with updates in accordance with the Australian Resuscitation Council Guidelines and either

CHC02 Community Services Training Package:
CHCHC302B Provide personal care in a home and community care environment

or

CHC08 Community Services Training Package:
CHCICS301A Provide support to meet personal care needs

or

CHCICS401A Facilitate support for personal care needs

The relevant medication competency units are: either

CHC02 Community Services Training Package
CHCCS304A Assist with self medication

or

CHC08 Community Services Training Package
HLTAP301A Recognise healthy body systems in a health care context
and
CHCCS305A Assist Clients with medication (Note pre-requisite HLTAP301A)

The training package CHC08 Community Services Training Package was endorsed in December 2008 and will be progressively implemented during 2009 and 2010. It replaces CHC02 Community Services Training Package which will be progressively phased out.

If a HACC Community Care Worker has not done any medication training they would need to do the two units from CHC08 Community Services Training Package.

If a HACC Community Care Worker has already attained *CHCCS304A Assist with self medication* from CHC02 Community Services Training Package it is recommended that they complete *HLTAP301A Recognise healthy body systems in a health care context* from CHC08 Community Services Training Package. They may also wish to complete *CHCCS305A Assist clients with medication*.

A new Level IV unit called *CHCCS424A Administer and monitor medications* has been included in CHC08 Community Services Training Package. Please note this unit is not required for the HACC Community Care Worker role.

Since the range of needs and circumstances of people using services funded through the HACC Program is very wide, the HACC Personal Care Policy focuses on organisations delivering HACC funded services ensuring that assessment, care planning and provision of personal care are done by appropriately qualified people.

A person who needs assistance with medication is likely to have either complex care needs and/or unstable health. In such cases an appropriate process would include: assessment by a Division 1 nurse or other health professional, determination if it is appropriate for a Community Care Worker to assist with medication, training for the Community Care Worker specific to the needs of that particular person by a Division 1 nurse or other health professional, ongoing support for the worker from a Division 1 nurse or other health professional and development and implementation of a written care plan for that person (Please note all HACC clients should have a written care plan). Some people who require monitoring of self medication may also have complex care needs and/or unstable health and above process would also apply to them.

Where appropriate the written care plan could include some physical assistance such as with the use of an inhaler depending on the outcome of the assessment of the person's care needs.

Where a clinical judgement has been made that it is not appropriate for a Community Care Worker to assist with medication, assistance can be provided by a HACC funded nursing service.

No assistance with medication or monitoring self medication should be provided to a person on an ad hoc basis. This includes all forms of prescribed and over the counter medications. Assistance should always be given in accordance with the assessment of the person's needs and the instructions in the written care plan.

HACC funded organisations are required to adhere to the HACC National Service Standards. These standards emphasise the need for good quality agency and service management, which includes the development of policies and procedures regarding service provision.

In accordance with these standards and to provide clear guidance to Community Care Workers in undertaking their role, HACC funded organisations should develop written policies outlining the processes that will take place when a Community Care Worker is assisting with medication or monitoring self medication as part of a person's written care plan.

Community Care Workers delivering HACC funded services are not permitted to make clinical judgements as this is the responsibility of clinical professionals such as Division 1 nurses, doctors etc. Community Care Workers need to have a clear understanding that their role is to provide assistance or monitoring only.

Therefore a HACC funded organisation's policy could include:

- Material from the HACC Personal Care Policy.
- A statement that the person receiving services or his or her carer is responsible for the person's medication regime.
- A statement that the person receiving services or his or her carer should have received professional advice from their general practitioner or a Division 1 nurse regarding the person's medication regime.
- A statement that the Community Care Worker provides assistance or monitoring with the already prepared medication dosage in accordance with the person's written care plan.
- A statement that the Community Care Worker does not determine the medication dosage or when medication will be given.
- Communication procedures including who the Community Care Worker is to contact if a request is made that is not part of the person's written care plan.
- Emergency procedures.
- Procedures for documenting self medication monitoring and assistance with medication.
- A statement that Community Care Workers are not to deviate from the instructions given to them by their supervisor and that they are not to take instructions from anyone else unless this has been prearranged as part of the care plan or is an instruction from emergency services personnel

As HACC services are provided in the person's own home on a time limited episodic basis, procedures and policies developed regarding monitoring self medication and assistance with medication are necessarily different to those developed for a residential care setting.

Victorian HACC Program documents including the Victorian Home and Community Care (HACC) Program Manual are available at www.health.vic.gov.au/hacc

HACC Service Development
Victorian Department of Health September 2009