

## USE OF WEBSTER PACKS

### 1. Purpose and Scope

The purpose of this document is to outline the use of Webster Packs and other approved containers in the management of AT HOME CARE client's medications.

This instruction applies to all AT HOME CARE services and staff.

It should be read in connection with AT HOME CARE's policy on Management of Medication Policy and Procedure.

### 2. Instructions

A Webster-pack is designed to reduce the possibility of error and comply with AT HOME CARE's medication management policy. Webster-packs and other containers can **ONLY** be dispensed by a Pharmacist or under the direct supervision of a pharmacist.

If medication **IS NOT** in a Webster Pack or other approved container, then AT HOME CARE staff **ARE NOT** to provide the medication and they should contact their Care Team Coordinator immediately for further instructions.

The Care Team Coordinator will either escalate the call to the AT HOME CARE Clinical Team or to the client's Case Manager where appropriate.

If there has been a change to the client's medication such as adding new or removing medication it is **IMPORTANT**, staff notify the Care Team Coordinator and the client's Case Manager where appropriate.

Should the Webster Pack not have been updated by the Pharmacist AT HOME CARE staff **ARE NOT** to provide client with their medication and should contact the Care Team Coordinator for further advice.

### 3. Review of the Instructions

This instruction will be reviewed on a two-yearly basis. However, if at any time the instruction is no longer appropriate in its current form, it will be reviewed immediately and amended accordingly.

### 4. Related Documents

Management of Medication Policy and Procedure  
A guide for families regarding the safe administration of medication  
Consent Policy and Procedure  
Medication Consent Form  
Medication Incident Report/Register and associated documentation  
Reportable Incident, Accident and Emergency Policy and Procedure  
Complaints and Feedback Management Policy and Procedure  
Complaints and Feedback Form  
Medication Signing Sheet (Pharmacy Provided)

### 5. References

NDIS Quality and Safeguards Commission 2018  
NIDS Provider Registration and Practice Standards 2020