**Medication**

**Introduction**

This document is aimed to provide staff with clear procedures and guidance for supporting Customers with the safe administration of medication, whether it be prescribed medication or that bought ‘over the counter’ at the pharmacy.

**Policy**

My Support and Care Services (West Country) Ltd aim to support and encourage Customers to be as independent as possible in all areas of their lives, including being in control of their health and any medication they may be taking.

All Customers will undergo the assessment process and any relevant risk assessments regarding administration of medication will be implemented and adhered to by all staff.

***Guidelines***

***The purpose of these guidelines is to provide clarity around how prescribed medication is administered by staff to Customers in the community.***

**Introduction / Definitions**

**Self-medicating** means that the Customer:

• Has a willingness to self medicate

• Is able to read labels

• Is able to open containers / packaging

• Has a clear understanding of why they take medication

• Understands the dosage and time of taking medication

• Understands the possible side effects

**Assistance** means all other situations not described above where a Customer requires the intervention of staff at any or all stages of taking medication.

The type of assistance and support that staff can provide to individual Customers includes:

• Verbal prompting

• Enabling – i.e. assisting an individual to sit in a suitable Position to self administer eye drops

• ‘Popping’ medication from a sealed Nomad box (or similar) into a container where a Customer has difficulties removing the medication

**Administering** medication means that staff should only administer medication from the original container or monitored dosage systems and compliance aids which have been dispensed and labelled by a pharmacist or dispensing GP **BUT** only where all other alternatives have been explored and the administering of medication is part of the agreed Customer’s care plan

**Administering** medication by specialised techniques.

In exceptional circumstances and following an assessment and training from a healthcare professional, a staff member may be asked to administer medication by a specialist technique such as:

• Rectal administration (i.e. suppositories)

• Percutaneous Endoscopic Gastrostomy (PEG feeding)

Note: If the task is to be delegated to the staff member, the health care professional must train the staff and be satisfied that they are competent to carry out the task. Staff must refuse to assist with administering medication by specialist technique if they do not feel competent to do so.

**Systems in Use & Administration**

Description of system/s in use (e.g. Monitored Dosage System) and agreed exceptions to the normal system

* Sealed Monitored Dosage System, clearly labelled on back of pack with a pharmacists label.
* The medication container should clearly identify the strength, dose, frequency, and the route for the medication to enable the staff to administer the medicine to the Customer. Where this does not happen the matter must be raised with the Customer’s advocate and a full explanation given as to the reasons for requesting appropriately labelled containers.
* Additional medication, where a Customer has been prescribed a short course i.e. antibiotics, pain relief and any other prescribed medication these must be in their original container clearly labelled.
* External preparations must also be in a clearly labelled tube, bottle etc. and eye drops must be provided in single dose
* All staff must keep a detailed record on a MAR Sheet for all medication.

Details of Approved Pharmacy and Medication Supply Agreement

This Information is stated on the individual’s assessment.

Arrangements for ordering medicines

Staff can take the prescription from the GP to the pharmacy with written consent on Customer care plan.

Staff can take the empty Nomad box back to the Pharmacy to be filled with written consent on the Customer care plan.

Collection and delivery

Staff may be involved with collecting Customer’s prescription drugs as part of the Customer plan. These tasks will be planned onto their program of work. Care should be taken when transporting drugs in a car. Put them out of sight and out of direct sunlight. Whenever possible the Customers should be involved in collecting & returning their medication.

Arrangements for managing all types of medicines: to include all routes e.g. oral, rectal, via injection etc

**Customers requiring administration of medication**

* Only staff that have been trained and assessed to be competent in the administration are allowed to administer medication.
* Staff must ensure that:

• They are administering medication to the correct person, (the person is

Known to them or there is a photographic record)

• They have read previous notes/records.

• They comply with any instructions for administering the medication.

• The medication is given by the correct method e.g. swallowed, rubbed on etc.

Staff are **not** permitted to give pain relief medication unless it has been prescribed by the GP and dispensed by the pharmacy.

* All staff must record and sign the Medication Administration Sheet (MAR).
* Check the label on the container or blister pack against the information on the medication record sheet, check the container has the name of the Customer, the medicine and the dosage instructions are correct.
* Write down any changes on the Medication Administration Sheet (MAR) immediately after.
* The details of the administration required must be recorded in the Customer’s care plan and reviewed at the Customer’s review and updated where appropriate.
* All medication packs and containers must have the same name on the printed label and not a shortened name i.e. Amanda – (Mandy).
* Where staff administer medicine to a Customer they **must not touch** the medication without wearing gloves during the process to ensure contamination does not occur, if staff need special equipment i.e. (crusher) for medication they must contact the Service Manager who will order it from the District Nurse.
* Eye drops/ear drops to be administered following instructions on label and medication sheet, staff member must at all times wear gloves to prevent cross contamination/infection.
* Where drops are administered to one eye/ear only it is advisable for the member of staff administrating to state clearly to the Customer “I am putting the drop into your right/left eye/ear” to avoid errors.
* Topical lotions/creams - to be administered following instructions on label or medication sheet, gloves to be worn by staff members to prevent creams being absorbed through the skin.
* Inhalers/nebulisers - to be administered as instructed on label and medication sheet, using volumetric or other equipment that may be needed.

Arrangements for maintaining all necessary records

* A Medication Administration Record Sheet (MAR) must be completed for all Customers. MAR must be completed by the manager or senior it must contain:
* Name and address of Customer
* Name of GP
* Any known allergies
* Directions re: quantity, dose, strength and route
* Changes
* If medication over and above the normal medicines is prescribed i.e. antibiotics, paracetamol. Ask the chemist if they could supply an extra printed label of the medication for the MAR Sheet

My Support and Care Services acknowledges that medication can change frequently and staff should make changes on the sheet where this is made known to them, first having contacted the manager or delegated staff member.

The MAR Record sheet must be signed where staff administer the Customer’s medication or where they assist with external preparations.

If a Customer has refused their medication, the staff member must contact the Customers GP for advice. This advice must be recorded & followed by the staff member.

Where a situation occurs when the Customer is not taking their medication as prescribed this must be immediately reviewed by the Service Manager with the Customer and other relevant professionals to agree alternative action.

* The care plan must be updated when a change is made.

Arrangements for managing errors in administration

All errors must be recorded on the MAR sheet and be reported to the Services Manager or delegated staff member.

All records must be recorded in ink; no alterations must be made, without informing the Manager and any errors must be noted on the MAR sheet.

**If in doubt inform your manager and ask for advice.**

All medication sheets when full must be sent into the office to be put into the Customers file.

Arrangements for disposal

All unused medication should be returned to the Pharmacist immediately in a sealed envelope with Customers name and address on it for safe disposal and recorded on MAR.

Arrangements for refusal

* Where a Customer refuses a medication then this must be recorded on the Medication Record Sheet and staff to contact the Manager or GP.
* Where the medication has been taken from the original container and then refused this should be placed in a suitably marked container (an envelope is sufficient) and returned to the Pharmacy.
* Where medication is spat out then the procedures at 2 must be followed
* Where medication is found i.e. a tablet on the floor, this must be placed in a suitably marked container and taken to a pharmacy at the earliest opportunity to be discarded
* If the refusal could potentially cause immediate harm to the health of the Customer then the staff member must seek appropriate advice (Customer’s GP, NHS Direct, etc.)

Arrangements for short term / respite care

All staff must ensure the Nomad box and containers are ready for Customer to take when going into respite care.

Arrangements for Customers going on holiday

All staff must ensure the Nomad box and containers are ready for Customer when going on holiday.

Arrangements for Customers who are admitted to hospital

All staff must ensure the medication is ready to take into hospital. If a staff member is there when a Customer is being admitted to hospital they will need to let the ambulance team know what medication they are involved in administering. They will also need to know if there is a “message in a bottle” in the fridge with relevant information for the emergency staff.

Arrangements for P.R.N. Medicines

All staff must complete a detailed record on a MAR sheet with the correct medication details and dosage. Any P.R.N medications must have been prescribed by the Customer’s GP & be in their original container with clear instructions.

Arrangements for managing pain control

The expectation is that any pain control medicines for the Customer, where the staff member is responsible for administering the medication; this will be treated in the same way as all other medicines.

Arrangements for obtaining medicines in emergency situations

* In the event of an emergency the Staff member would contact the Customers own GP for advice or call the Emergency services
* Some Customers may have conditions where they need medication in an emergency but are unable to self-medicate as they are not well enough i.e. angina or asthma attacks. After a short time and no improvement ring GP or coordinator for advice.
* In such situations the staff can assist the Customer to take the necessary medication that will restore the situation i.e. tablets, inhalers etc.

Arrangements for Customers who Self-Medicate

* The Customer is responsible for ensuring that they take their medication including eye drops and creams/lotions at the appropriate time in the correct dosage etc. without any assistance from staff.
* Opening tops of containers or bottles of medication for Customers who becomes unable is **not** self medicating. If Customers are unable to do this they must be re-assessed immediately as this becomes **administrating** medication - Staff must inform the Manger.

Homely remedies, procedures

Staff must not administer or buy homely remedies for any Customers.

**Staff Roles and Responsibilities**

The Service Manager is responsible for ensuring staff undergo training in administering Medication.

The Service Manager must ensure that clear and comprehensive policies and procedures for the handling and administering of medicines are produced and followed by all staff, in line with current legislation i.e. The M**edicines Act 1968**.

Staff must be trained and be able to demonstrate they understand and feel confidant to administer and record all medicines.

Staff must ensure that a written record is kept of all medication being administered to a Customer or being deposed of.

All staff must establish a safe working system for the storage and administration of medication.

Staff must ensure that an up to date assessment for each Customer’s ability to self-medicate if appropriate, is in place and record the results in the Customers file. Appropriate action must then be defined in order that staff are clear how to assist the Customer with their medication. Staff must inform the manager should any of the information be incorrect or no longer valid.

The Services Manager must ensure all relevant staff are provided with training on these guidelines and that staff are competent to manage the administration of medication as detailed in this guidance.

Records must be kept of all training provided.

All staff must ensure that, under no circumstances the labelling of medications provided by the pharmacist is altered by staff. Such actions could constitute malpractice and be regarded as gross misconduct. Staff must report to the services Manager any issues relating to medication that may adversely affect any Customer.

Staff training

Staff must be sufficiently numerate and literate to undertake duties relating to administering medication.

Staff must not administer medication until they have undergone training and satisfied the trainer that they are competent.

All staff must attend medication training program and refresher program.

Specialised Training.

The Trainer must sign off the Support Worker when they have assessed whether the Support Worker is sufficiently competent in the task by. The Trainer must be qualified worker/trainers i.e. “District Nurse Occupational Health Nurse” etc.

This must be recorded in the staff members file and Customers Care folder.

***Note: If the task is to be delegated to the staff member the health care professional must train the staff member and be satisfied that they are competent to carry out the task. Staff must refuse to assist with administering medication by specialist technique if they do not feel competent to do so.***