



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Medication Policy

April Complete Care Solutions Ltd

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Introduction

As a domiciliary care agency, April is committed to the principle that clients should be able to exercise maximum personal responsibility over their own lives and decisions, as appropriate to their capacity. The aim of this policy is to promote independence through encouraging clients to manage their own medication as far as they are able and to administer them in accordance with the advice of their own doctor..

April Complete Care Solutions Ltd will become involved if it is contracted to do so and consistent with the outcomes of the needs and risks assessments and individual plans.

April Complete Care Solutions Ltd will provide support and aids to enable safe self-administration wherever this is required or assist with the safe administration of individuals' medication requirements using suitably trained and competent staff. April Complete Care Solutions Ltd insurance policies cover any liabilities arising out of its acceptance of responsibilities for assisting with individuals'.

Aim of the Policy

This document explains the policy of April Complete Care Solutions Ltd in respect of its employees who assist in the administration of individuals' medication. It includes statements on:

- (a) the circumstances in which they might be initially involved in medication administration
- (b) the limits of their roles and responsibilities
- (c) the procedures they are expected to follow
- (d) the agency's arrangements for monitoring and supervising their work
- (e) the training provision to ensure that they are competent in their role and responsibilities.

The Registered Manager ensures there is a clear, written policy and procedure which is adhered to by staff and which identifies parameters and circumstances for assisting with medication and health-related tasks and identifies the limits to assistance and tasks which may not be undertaken without specialist training.

In formulating this policy the agency is also seeking to implement the principles laid down by the Royal Pharmaceutical Society in its guidance *"The Handling of Medicines in Social Care" (2007)*.

1. People have freedom of choice in relation to their provider of pharmaceutical care and services including dispensed medicines.
2. Care staff know which medicines each person has and the agency keeps a complete account of medicines.
3. Care staff who help people with their medicines are competent and trained to do so.
4. Medicines are given safely and correctly, and care staff preserve the dignity and privacy of the individual when they give medicines to them.
5. Medicines are available when the individual needs them and the agency makes sure that unwanted medicines are disposed of safely.
6. Medicines are stored safely.
7. The agency has access to advice from a pharmacist.
8. Medicines are used to cure or prevent disease, or to relieve symptoms.

Scope of Policy

The policy applies to all employees who are contractually engaged to assist in the administration of individuals' medication. April Complete Care Solutions Ltd employees are not expected to assist in the administration of every individual's medication and will do so only if:

- (a) it has been contractually agreed
- (b) it is detailed on the person-centered care plan
- (c) they are competent through training to assist in the required or requested ways.

All employees are made aware of this policy and the procedures to be followed in the different circumstances in which they are expected or asked to assist in medication administration. This Medication policy should be read and used in association with the agency's policies on Collection of Prescriptions and Non-Compliance with Medication.

Definitions

Medication for the purposes of this policy includes:

- any medicines and drugs that have been prescribed for the individual by a qualified medical practitioner or nurse prescriber, which includes legally-controlled drugs
- medication that might be administered through different routes other than orally, e.g. by injection or intravenously
- any over the counter medicines and drugs obtained from a pharmacy and recommended by the pharmacist
- any homely medicines such as pain relief tablets or cold remedies that the user has bought of their own accord
- any homeopathic medicines that the individual might be taking with or without professional advice
- creams, ointments and lotions that might be prescribed or bought over the counter.

Legislation

1. In formulating this policy and procedures April Complete Care Solutions Ltd understands its obligation to comply fully with the relevant legislation concerning the prescribing, supply, storage and administration of medicines, which comes under such as the **Medicines Act 1968**, the **Misuse of Drugs Act 1971**, the **Misuse of Drugs (Safe Custody) Regulations 1973**, **Care Standards Act 2000**, **Social Services and Wellbeing Wales Act 2014** and **Domiciliary Care Agencies Regulations 2002**. The agency is also mindful of the need to follow the code of practice issued with the **Mental Capacity Act 2005** in respect of decisions in respect of individuals who might lack the mental capacity to accept responsibility for their own medication.

Policy Statement

In terms of the circumstances and parameters for assisting with the administration of medication in individuals' own homes, April Complete Care Solutions Ltd works on the basis that its staff will not be involved in the administration of a individual's medication (as defined above) unless:

- (a) the individual has requested this service and it has been agreed within April Complete Care Solutions Ltd's contract with the person
- (b) a commissioning care manager as a result of their needs assessment has identified this as a service which the agency should provide as part of its contract
- (c) April Complete Care Solutions Ltd can ensure that it can provide staff who are competent and trained to provide the service

RESPONSIBILITIES OF THE MANAGER

The role of the Manager is central, and includes the following duties and responsibilities:

The manager must:

- ensure that this policy and the procedures are being applied consistently; and that appropriate training and supervision are provided to staff
- ensure that the arrangements for assistance with medication are reviewed as specified in the care plan, or as the service user's needs change.
- ensure all other involved professionals, service users and carers are made fully aware of the role, responsibilities and limitations of the worker in respect of medicines.

Following an assessment or review, the Manager must ensure that:

- the team has sufficient staff, training and/or equipment to undertake the tasks requested;
- the conditions in the persons home are adequate to meet minimum standards in respect of medication procedures (e.g. by observing and recording evidence of misuse or poor control of drugs by the service user or carers).

DUTIES OF THE TEAM LEADER/SUPERVISOR

The team leader supports the Manager and their staff:

- to support service users to take their medication (taking reasonable care to avoid acts or omissions which may cause harm to service users);
- to ensure that workers act in ways which are within the law and consistent with the medication policy and procedures;
- to provide workers with information, supervision and training which enables them to competently carry out their duties as described in these guidelines. Training must be updated regularly to ensure competency, and records of training kept up to date for each staff member;
- to ensure that workers are not undertaking inappropriate medication tasks;
- to ensure that the care and support plan accurately describes the assistance the worker is being asked to provide;
- to contact the GP or Community Pharmacist if workers are asked to assist with the purchase of over the counter (OTC) medicines. The advice received must be documented in the service user's care plan.

DUTIES OF CARE STAFF

Staff only provide assistance with taking medication or administer medication or undertake other health-related tasks, when it is within their competence; they have any necessary specialist training and it is:

- with the informed consent of the individual or their relatives or representative
- clearly requested on the outcome focused care plan by a named assessor
- with agreement of the care or support workers' line manager and not contrary to April Complete Care Solutions Ltd's policy.

In many circumstances April Complete Care Solutions Ltd may not be involved in helping with medication administration. It assumes that individuals living in their own homes and independently have the right and responsibility to manage and administer their own medication if they wish. April Complete Care Solutions Ltd however may in defined circumstances provide support and aids to enable safe self-administration or assume responsibility for more regular and routine administration. The agency's role varies from one situation to another.

As a first step following a request (e.g. from individual or care manager) April Complete Care Solutions Ltd will agree in principle to provide this service if it has the capacity and capability to do so. Once April Complete Care Solutions Ltd has reached agreement in principle to provide this service it carries out a risk assessment to identify any risks to both the individual and April Complete Care Solutions Ltd's staff as a result of providing this service.

The risk assessment is carried out by April Complete Care Solutions Ltd Registered Manager or competent person employed by it, working with the individual and any other professionals or agencies involved such as care manager or community nurse.

The Registered Manager ensures that an assessment is undertaken, by a trained and qualified person, of the potential risks to individuals and staff associated with delivering the package of care, (including, where appropriate, the risks associated with assisting with medication and other health-related activities) before the care or support worker commences work and is updated annually or more frequently if necessary.

The risk assessment examines all possible risks to both the individual and April Complete Care Solutions Ltd staff of the requested activities. Risks might be present at any stage in the process of dispensing, collecting, storage, administration, disposal and recording of medication. Particular attention is paid to situations where the individual:

- has multiple prescriptions
- is taking medication through different routes, e.g. oral administration and injections
- has fluctuating health, which is vulnerable to change
- does not have safe methods for storing drugs and medicines
- might be taking non-prescription medicines independently of any medical advice
- might not have the mental capacity to manage their own medication
- is looked after by someone whose mental capacity is questionable
- does not dispose of their medication safely.

Each risk identified is assessed for its severity and has a risk management plan to reduce and contain any risks and to establish who is to be responsible if any mistakes or maladministration occurs. April Complete Care Solutions Ltd reserves the right to disclaim responsibility for mistakes that occur in relation to medication administration that does not form part of its contract, are not written into the individual plan or form part of the tasks to be carried out by April Complete Care Solutions Ltd staff.

All requests for April Complete Care Solutions Ltd's staff to help with the administration of medication within an outcome focused care plan are discussed with April Complete Care Solutions Ltd's Registered Manager before they are agreed. The Registered Manager will ensure that the role being requested is appropriate and staff can perform the tasks safely and competently.

The Registered Manager also ensures that the agreement is fully recorded in the contract entered into with the individual and the outcome focused care plan. The Registered Manager will also instruct their staff to contact them if they are at any time and under any circumstances unsure of what to do regarding medication.

Procedures

Collection of medicines

In some circumstances it is permissible for April Complete Care Solutions Ltd staff member to collect dispensed prescriptions for an individual. Where they do this the detailed activities are included on the individual plan and each occasion is recorded.

April Complete Care Solutions Ltd only allows its staff to purchase over the counter medicines including creams and ointments in exceptional circumstances where requested by the individual as part of the agreed service. Staff should check with their supervisor/manager:-

- a) that it is appropriate given the individual's situation and needs
- b) there are no risks in relation to any other medication, staff should seek advice from the pharmacists.
- c) April Complete Care Solutions Ltd's procedures for handling individual's money are strictly followed.

April Complete Care Solutions Ltd does not allow its support staff to advise individuals about what over the counter medicines, including homeopathic remedies to buy, but to ask them to seek the advice of a pharmacist or medical practitioner.

Assistance with medication administration

There are a number of circumstances in which the agency's staff could help to administer an individual's medication.

- Where the individual requests this and an agreement to proceed is written into the outcome focused care plan (following risk assessment etc.).
- Where this is requested as part of the service by a care manager on the basis of a needs assessment and commissioning agreement and where the agency is the primary care provider. Under these circumstances there is usually no or limited involvement of other agencies such as community nurses in delivering the individual plan.
- Where the agency's staff is contributing to an integrated or multi-agency service involving other health care professionals. Under these circumstances medication is normally the responsibility of a registered nurse, who acts as the key professional coordinating a jointly agreed care plan. In accordance with NMC guidelines the

responsible nurse(s) could under some circumstances "delegate" some of the administration to a designated and appropriately trained member of the agency's staff.

In all these circumstances the agency agrees to provide any such help only if it can do so in accordance with legal requirements and its staff are competent to the level of help required. Where the help required is limited to basic or routine administration of such as tablets, liquids, creams and ointments and do not require specialised techniques for which specialised procedures are required, it follows procedures based on the latest RPSGB (2007) guidance as follows.

When administering medication, staff:

- (a) check that the medication is written in the outcome focused care plan
- (b) know the therapeutic use of the medication administered, its normal dose, side effects, precautions and the contra-indications of its use
- (c) check the identity of the individual to whom the medication is being given
- (d) check that the prescription or the label on the medication is clear and unambiguous and relates to the individual in person
- (e) check the expiry date
- (f) check that the individual is not allergic to the medication
- (g) check that the person is taking the medication as instructed
- (h) keep clear and accurate signed records of all medication administered, withheld, or refused in accordance with the agency's recording requirements
- (i) Care and support workers record, with the user's permission, observation of the individual taking medication and any assistance given, including dosage and time of medication and undertaking any other health-related tasks, on the record of the care visit kept in the home and/or the Home Care Medication record and the personal file of the individual held in the agency. Any advice to the individual to see or call in their General Practitioner or other health care professional is also recorded. The record is signed and dated by the support worker and the individual or their representative.

Storage of medication

April Complete Care Solutions Ltd instructs its support staff involved in medication administration to ensure as far as possible that the medicines and drugs are stored safely and ensure they remain effective.

In terms of safety the agency ensures that the medication is kept in a safe place accessible to the individual or if direct access is not appropriate in a safe place accessible to the people who may need access such as relatives, health care professionals or other agency staff.

April Complete Care Solutions Ltd ensures that the facilities used in any home and access arrangements are fully recorded on the outcome focused care plan and are always risk assessed.

(ii) Storage

In terms of storage April Complete Care Solutions Ltd checks and recommends that the individual stores their medicines and drugs so that the products are not damaged or compromised by:

- heat or dampness
- being mixed up with other people's medicines
- being stolen
- posing a risk to anyone else.

The agency follows RSPGB (2007) guidelines that extreme temperatures (hot and cold) or excessive moisture can cause deterioration of medicines, some being more susceptible than others. It does not recommend that medicines are kept in potentially damp or steamy places such as people's kitchens or bathrooms, which could reduce their effectiveness.

In the event of a medical emergency or overdose call 999 and ask for an ambulance or (if non-life threatening) phone the GP immediately, NHS Direct or Prime Care. Then inform your team leader. An incident report should be completed as soon as possible after the event

Records

A medicines record is kept in the home of every individual, who receives help with medication as part of their support plan.

Support staff are trained to record promptly and accurately all relevant details of the medication that they have administered or helped to administer.

Error reporting

Staff are instructed to report any mistake or error in administering drugs to a line manager or if the situation warrants it to the individual's medical practitioner without delay.

Staff must never, in any circumstances, administer medication which has not been prescribed, give medication to an individual against their wishes or alter in any way the timing or dosage of medications.

Monitoring of medication

Staff must be aware of the nature of the medication being taken by an individual and should report any change in condition that may be due to medication or side-effects immediately to their line manager or supervisor or to the GP or community pharmacist.

Non-Compliance with medication

There are circumstances whereby some clients will fail to comply with their prescribed treatments. This may include self-medicating clients, failing to take medication as directed or non-self-medicating service users refusing their prescribed medication or failing to swallow it and then disposing of it.

In such cases April is clear that its staff have no right to force non-compliant clients to take their medication but that staff to have a duty to refer all such occurrences back to the original prescriber, and to a line manager.

Disposal of unwanted medication

Where staff are responsible, they must dispose of all unwanted or surplus medication to the community pharmacist for disposal, obtain a receipt and record the information on the medicine chart.

Training

As a first step April Complete Care Solutions Ltd requires all its staff to read and demonstrate their understanding of the April Complete Care Solutions Ltd's policy on the administration of medication and to learn how to keep medication records.

New staff are always trained to meet the Induction Framework and staff who have had previous training regularly have their training updated.

Staff directly involved in the administration of medication receive training in:

- (a) basic knowledge about common medications and how they are used
- (b) how to recognise and deal with problems in use such as side-effects and contra-indications
- (c) procedures for the administration, giving and storing of medicines. These include how to give medicines:
 - Into the mouth (tablets, capsules, liquids)
 - Into the ear, nose and eye drops
 - Using inhalers
 - Applied to the skin.
- (d) what to do in the event of an error in administration.

The training is always provided by a qualified person in the administration of medication such as a community pharmacist or by an accredited training provider. Off the job training is supplemented by practice learning and supervision.

Staff who are involved in the more specialised aspects of medication administration such as injections and peg feed management receive further training to provide them with the competencies they need to perform at this higher level.