



Review Sheet



Last Reviewed
04 May '20



Last Amended
04 May '20



Next Planned Review in 12 months, or sooner as required.

Business impact



MEDIUM IMPACT

Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy details how the service will safely support services user who require medication whilst away from the home. The policy has been reviewed with a new definition added and the procedure section amended to reflect CQC guidance.

Relevant legislation:

- The Care Act 2014
- Medicines Act 1968
- The Human Medicines Regulations 2012
- Mental Capacity Act 2005
- Mental Capacity Act Code of Practice
- Misuse of Drugs Act 1971
- The Misuse of Drugs (Safe Custody) Regulations 1973
- The Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) Regulations 2007

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: NICE, (2014), *Managing Medicines in Care Homes Social Care Guideline [SC1]*. [Online] Available from: <https://www.nice.org.uk/guidance/sc1> [Accessed: 4/5/2020]
- Author: NICE, (2018), *Decision-making and mental capacity - NICE guideline [NG108]*. [Online] Available from: <https://www.nice.org.uk/guidance/ng108> [Accessed: 4/5/2020]
- Author: NICE, (2017), *Managing medicines for adults receiving social care in the community*. [Online] Available from: <https://www.nice.org.uk/guidance/ng67> [Accessed: 4/5/2020]
- Author: Royal Pharmaceutical society, (2018), *Professional guidance on the safe and secure handling of medicines*. [Online] Available from: <https://www.rpharms.com/recognition/setting-professional-standards/safe-and-secure-handling-of-medicines/professional-guidance-on-the-safe-and-secure-handling-of-medicines> [Accessed: 4/5/2020]
- Author: CQC, (2019), *Administering medicines when a person is away from their usual care setting*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/adult-social-care/administering-medicines-when-away-from-usual-care-setting> [Accessed: 4/5/2020]

Suggested action:

- Encourage sharing the policy through the use of the QCS App



1. Purpose

1.1 To promote self-medication and ensure the safe administration of medication away from HWCGS Care (T/A Segal Gardens). This policy must be read alongside the suite of medication-related policies at HWCGS Care (T/A Segal Gardens) and any locally required policies and procedures.

1.2 To support HWCGS Care (T/A Segal Gardens) in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S4: How does the provider ensure the proper and safe use of medicines?
WELL-LED	W4: How does the service continuously learn, improve, innovate and ensure sustainability?

1.3 To meet the legal requirements of the regulated activities that HWCGS Care (T/A Segal Gardens) is registered to provide:

- | The Care Act 2014
- | Medicines Act 1968
- | The Human Medicines Regulations 2012
- | Mental Capacity Act 2005
- | Mental Capacity Act Code of Practice
- | Misuse of Drugs Act 1971
- | The Misuse of Drugs (Safe Custody) Regulations 1973
- | The Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) Regulations 2007



2. Scope

2.1 The following roles may be affected by this policy:

- | Registered Manager
- | Other management
- | Volunteers
- | Care staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | External health professionals



3. Objectives

3.1 Staff are clear on their responsibilities and promote where possible Service Users' self-medication both at and outside of HWCGS Care (T/A Segal Gardens). Partnership working between Service Users, colleagues, Health Care Professionals and representatives enable processes to promote safe medication management to be efficient.



4. Policy

4.1 HWCGS Care (T/A Segal Gardens) acknowledges and actively supports Service Users in managing their medication wherever possible. When a Service User is away from HWCGS Care (T/A Segal Gardens), HWCGS Care (T/A Segal Gardens) have processes in place that staff will follow to ensure that the Service User's safety can be maintained. Service Users will be fully involved in all aspects of their support required in relation to any aspect of medication management.



5. Procedure

5.1 Medication on Temporary Transfer or Absence for Service Users who Require Medication Administration Support

Service Users may at times need medicines away from HWCGS Care (T/A Segal Gardens). As soon as staff are made aware of the date when the Service User will be away, there must be communication with the person who will have responsibility for the Service User's medication. Communication must include:

- 1 The names of the medicines the Service User is taking with them
- 1 Clear directions and advice on how, when, and how much of each medicine the Service User must take
- 1 The time of the last dose taken and next due dose of each medicine
- 1 Contact details for any queries such as HWCGS Care (T/A Segal Gardens), the supplying pharmacy or the GP surgery

Staff must record clearly, who will be responsible for managing medication for Service Users whilst away from HWCGS Care (T/A Segal Gardens).

Normally Service Users will be given the dispensed containers of medicines when going on leave, e.g. on holiday. However, there may be occasions when an additional supply of medicines is organised for that leave.

Appropriate entries on the Service User's MAR must indicate the absence of the Service User and the details of the medicines the Service User has taken out of HWCGS Care (T/A Segal Gardens).

Allied Pharmacy, Unit 18, Bold Industrial Park, Neills road, ST Helens, WA9 4TU will be able to advise HWCGS Care (T/A Segal Gardens) and be able to offer support by providing a special container for medication at the time when the Service User is likely to be on leave.

If a Service User is likely to be out of HWCGS Care (T/A Segal Gardens) for one or more medication administration times, the Service User must be given the correct medication names with clear written instructions stipulating the medication dose and time(s) to be taken.

These medications must be entered on the medication record as given to the Service User, but not administered by the staff.

A risk assessment of the Service User's ability to manage the medication must be documented in the Care Plan by the staff responsible for the medication arrangements at the time the Service User leaves HWCGS Care (T/A Segal Gardens).

Where a Service User is unable to self-manage and a member of staff is escorting them, they will be trained and competent in the administration of medication. The staff member will take responsibility for the medication and complete the medication records on their return to HWCGS Care (T/A Segal Gardens).

5.2 Where possible, the originally dispensed supply will accompany the Service User. Secondary dispensing of medication from original containers into other containers is not good practice. Where this is not practicable the following principles apply:

- 1 Supplied medicines must be labelled in line with legislation or the dose administered immediately
- 1 The advice of the prescriber or pharmacist sought to offer solutions or alternative measures to ensure that the Service User does not miss a dose
- 1 Risk assessment of the situation and strategies to manage the risk such as; two staff with medication administration responsibility preparing the medicines for someone else to administer and sign on the back of the MAR that they have done so
- 1 All decisions must be recorded within the Service User's records

Staff must consider storage requirements and provide guidance in relation to how to safely store medications including medical supplies and items that may need refrigeration.

5.3 Medication on Temporary Transfer or Absence for Service Users who are Self-Managing

**HWCGS Care (T/A Segal Gardens)**

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their Medication and for Non-Healthcare Professionals Supporting the Administration of Medication

Ensure that any person responsible for administering or assisting with self-management of medicines while away from HWCGS Care (T/A Segal Gardens) is aware of:

- | What medicines the Service User needs to take
- | Clear directions on how, when and how much of each medicine to take
- | What time the last dose of each was taken
- | Contact numbers for queries, such as HWCGS Care (T/A Segal Gardens), pharmacy, or GP
- | On their return to HWCGS Care (T/A Segal Gardens), the senior designated staff must check with the Service User in order to ensure that their medication has been taken correctly, and they must record the answer on the medication administration record
- | Where the Service User lacks capacity, the person who has had responsibility for the medication must advise what medication has been taken and when

5.4 Medication on Permanent Transfer

- | On permanent transfer to another care facility, a copy of the current assessment, most recent review and the current medication administration chart must be transferred together with the Service User
- | Record the transfer of information in the Service User's documentation
- | Original copies of all documents relating to medications for that Service User must be retained in accordance with normal practice for storage and retention

5.5 Sharing of Information on Medications

Where Service Users are supported with medication administration, staff will ensure that there is good communication either between the person caring for the Service User when they are away from HWCGS Care (T/A Segal Gardens), or the health professional who will have responsibility for the Service User while they are away.

- | Information regarding a Service User's medication is confidential and must only be shared with persons or organisations who may have a need to temporarily administer medicines to the Service User, or who are responsible for reviewing the medications, such as a hospital
- | The Service User must be informed of the proposed information sharing and authorise it

5.6 Medication on Discharge

- | When a Service User is leaving HWCGS Care (T/A Segal Gardens), any medication being transferred out of HWCGS Care (T/A Segal Gardens) with the Service User must be accounted for and signed for by the Service User or their authorised representative receiving the medication
- | All medication held in HWCGS Care (T/A Segal Gardens) for the individual Service Users must be transferred with the Service User unless they give their written consent for the disposal of any which are no longer required
- | The Service User's GP must be notified to ensure that the Service User has sufficient medication to continuously provide for all their medication needs for a period of 7 days following discharge
- | The person responsible for the organisation of the Service User's medication supply must also be notified and this must be accounted for in the Care Plan by the designated staff organising the discharge

5.7 Regular Appointments Away from HWCGS Care (T/A Segal Gardens) for Service Users who Require Medication Administration

Where a Service User goes out of HWCGS Care (T/A Segal Gardens) regularly, e.g. day care, and the Service User requires medication whilst away, the pharmacist and/or GP must be consulted to assess if an alternative preparation would avoid the need for the dose required whilst away, or if it could be administered at a different time.

5.8 Medication Administration Requiring Specialised Technique

- | Where the Service User requires support with administration by specialised technique, there must be thorough planning to ensure that they receive their medication safely, correctly and at the right time
- | If there are additional training requirements, this must be considered and action taken to ensure that the person responsible for administration is competent to do so



- | When required, support must be sought from other members of the multi-disciplinary team
- | Additional equipment if required must be organised and checked and a risk assessment conducted before the leave commences
- | All discussions and actions must be documented
- | The dignity and privacy of the Service User must be upheld at all times



6. Definitions

6.1 MAR

- | Medication Administration Record

6.2 Medication by Specialised Technique

- | These types of medicines will normally be administered by a healthcare professional. However, if appropriate, a healthcare professional may delegate these tasks to named care workers provided:
 - | They agree this with the Registered Manager
 - | The healthcare professional personally provides the required extra training, and is satisfied that the care workers are competent

6.3 Secondary Dispensing

- | The Royal Pharmaceutical Society (RPS) has defined secondary dispensing as 're-packaging a medicine that has already been dispensed by a pharmacist or a dispensing doctor'



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Staff must ensure that people who require medication continue to receive their medication correctly and safely while away from their home
- | Staff must ensure a risk assessment is undertaken to ensure that medication can be administered safely
- | People who self-manage their medication can continue to do so when away from their usual home



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | You will be given the medication in an appropriate container and full instructions on when, how and how much medication is required
- | If you do not feel confident supporting medication administration, you must discuss this with the staff, so that other arrangements can be made



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | The Service User's personal choice is reflected in the Care Plans and they are supported to self-manage wherever possible. Staff follow the Care Plans
- | Risks to individuals are thoroughly assessed and extensive information and control measures are put in place for staff to follow. This maximises the Service User's opportunities for independence whilst minimising the risks they face when away from their usual home
- | There is evidence of partnership working with the Service User involved in all decisions about themselves wherever possible
- | The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

Currently there is no form accompanied to this policy.