



Review Sheet



Last Reviewed
04 Jun '20



Last Amended
04 Jun '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 discusses the training requirements of staff who hold responsibility for any aspect of medication management. It has been reviewed with with minimal changes and an additional reference added.

Relevant legislation:

- The Care Act 2014
- Care Quality Commission (Registration) Regulations 2009
- Medical Act 1983
- Medicines Act 1968
- The Human Medicines Regulations 2012
- Misuse of Drugs Act 1971
- Data Protection Act 2018

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

- 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: 4/6/2020]
- Author: NICE, (2014), *Managing medicines in care homes*. [Online] Available from: <https://www.nice.org.uk/guidance/SC1/chapter/1-Recommendations#care-home-staff-administering-medicines-to-residentsCQC> [Accessed: 4/6/2020]
- Author: CQC, (2019), *Medicines in health and adult social care*. [Online] Available from: https://www.cqc.org.uk/sites/default/files/20190605_medicines_in_health_and_adult_social [Accessed: 4/6/2020]
- Author: The National Care Forum, (2013), *Medication safety resources*. [Online] Available from: <https://www.nationalcareforum.org.uk/ncf-publications/medication-safety-resources/> [Accessed: 4/6/2020]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Share 'Key Facts' with all staff
- Ensure relevant staff are aware of the content of the whole policy



1. Purpose

1.1 To ensure that Service Users are, at all times, kept safe with respect to medication and that staff are appropriately trained and assessed as competent when handling and administering medication.

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

| Key Question | Key Lines of Enquiry |
|--------------|--|
| EFFECTIVE | E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support? |
| SAFE | S4: How does the provider ensure the proper and safe use of medicines? |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |

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
- | Care Quality Commission (Registration) Regulations 2009
- | Medical Act 1983
- | Medicines Act 1968
- | The Human Medicines Regulations 2012
- | Misuse of Drugs Act 1971
- | Data Protection Act 2018



2. Scope

2.1 The following roles may be affected by this policy:

- | Registered Manager
- | Other management
- | 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:

- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



3. Objectives

3.1 Care Workers who administer medication are trained in the handling and use of medication and have their competence assessed prior to commencing any medication-related activity.



4. Policy

4.1 HWCGS Care (T/A Segal Gardens) aims to provide safe, high-quality care to everyone using its services through the maintenance of a skilled and competent workforce. As part of this, HWCGS Care (T/A Segal Gardens) requires all employees to attend specific training subjects on a mandatory, non-optional basis depending on their role and area of work. This includes but is not limited to Medication Training. Where non-clinical staff are required to carry out health-related activities which are delegated by a registered nurse from the community as a specialised technique, further competency training and assessment will be required. Mr Damian Cummings Gillian Gilmore will refer to the [Department of Health](#) guidance.

4.2 Staff must follow policies and procedures about managing medicines, including those related to infection control. These policies and procedures will address as a minimum:

- | Supply and ordering
- | Storage, dispensing and preparation
- | Administration
- | Disposal
- | Recording

4.3 Mr Damian Cummings Gillian Gilmore is responsible for the overall training provision relating to medicine management and education and training will include both theoretical knowledge and practical skills.

4.4 HWCGS Care (T/A Segal Gardens) will ensure that staff who do not have the skills to manage medicines, despite completing the required training, are not allowed to administer medicines to Service Users.

4.5 HWCGS Care (T/A Segal Gardens) will ensure that, as part of their role to support Service Users with medication, all staff are required to have an annual review of their knowledge, skills and competencies relating to managing and administering medicines. HWCGS Care (T/A Segal Gardens) will identify any other training needed by staff responsible for managing and administering medicines. If there is a medicines-related safety incident, this review will be more frequent to identify support, learning and development needs.

4.6 HWCGS Care (T/A Segal Gardens) will set up a learning and development programme so that staff can gain the necessary skills for managing and administering medicines. The programme will meet the requirements of the CQC, the Service User and the training needs of the staff at HWCGS Care (T/A Segal Gardens).

4.7 Visiting health professionals providing services to HWCGS Care (T/A Segal Gardens) should work to standards set by their professional body and ensure that they have the appropriate skills, knowledge and expertise in the safe use of medicines for Service Users living at HWCGS Care (T/A Segal Gardens).



5. Procedure

5.1 Individual

Each member of staff has a personal responsibility to participate actively in training to enable them to carry out their medication administration safely and effectively. This will involve:

- | Looking for and identifying their own training needs and discussing the development and implementation of an agreed development plan
- | Participating in development activities
- | Monitoring and evaluation of the plan and development activities
- | Spending time on their own self-development
- | Ensuring that they read and understand all aspects of the relevant medication policies and procedures

5.2 Line Managers

Line managers have a key role in the training and development of their staff in relation to medication management. Line managers must ensure that staff are trained to carry out their present job effectively and receive training to develop them for future opportunities. This involves:

- | Conducting appraisals to identify the training, development and support needs of their staff
- | Ensuring that plans are developed to help meet these needs
- | Providing on the job training where possible
- | Providing opportunities for personal development, e.g. by exploring new areas of work when appropriate
- | Reviewing, monitoring and evaluating development activities and their effectiveness
- | Identifying opportunities to practise new skills and demonstrate knowledge
- | Reporting training and development activity to the Registered Manager
- | Ensuring that staff who do not have the skills or competencies to undertake medication-related activities do not do so

5.3 Registered Manager

The Registered Manager will need to ensure that the medication training is:

- | Suitable for HWCGS Care (T/A Segal Gardens)
- | High-quality
- | Accessible
- | Flexible
- | Relevant
- | Accredited
- | Meets regulatory and contractual requirements
- | Supports best practice recommendations and guidance

In addition to having sufficient numbers of suitably trained staff to support medication administration, the Registered Manager will need to demonstrate that they have put in place appropriate quality assurance systems to record and monitor the effectiveness of their medication arrangements. These will include:

- | Lists of staff who have received training (and when)
- | Records of the initials of staff who will record on medication administration
- | Record charts
- | Regular auditing of MARs
- | Supervision records

Mr Damian Cummings Gillian Gilmore will remain up to date and knowledgeable on the latest legislation and best practice guidelines for medicines optimisation.

5.4 After a Medication-Related Incident

After a medicines administration incident, and where further training is identified as an action, the assessor must use their professional judgment to identify the relevant parts of the competency assessment framework which require completion in consultation with the Registered Manager. It will not always be



necessary to complete the whole assessment.



6. Definitions

6.1 Competency Assessment

- | An assessment that is both undertaken by the member of staff (the assessee) and completed by the assessor
- | The competency assessment, once completed, only ensures that the person is competent at the time of assessment

6.2 Competence

- | Relates to the need for the staff member to demonstrate their 'capability' in certain skill areas to a required standard at a point in time

6.3 Assessor

- | A person who is knowledgeable in a particular field and is called upon for advice. In this role, they need to have the appropriate skills, experience, knowledge and ideally qualifications, to oversee the competency of others



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Staff must not undertake any medication-related activity unless they have been trained and assessed as competent to do so
- | Training must be right for the service, high-quality, accessible, flexible, relevant and accredited
- | All staff must read and understand the medication policies and procedures as part of their induction process



Key Facts - People affected by the service

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

- | You have a right to be supported with your medication by staff who have the training, competency and skills to support your needs and wishes



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Skills for Care - Care Certificate:

<https://www.skillsforcare.org.uk/Learning-development/inducting-staff/care-certificate/Care-Certificate.aspx>

NHS England - Enhanced health in care homes vanguards:

<https://www.england.nhs.uk/new-care-models/about/care-homes-sites/>

NHS England - Medicines optimisation in care homes:

<https://www.england.nhs.uk/primary-care/pharmacy/medicines-optimisation-in-care-homes/>

SCIE-Suite of Resources:

https://www.scie.org.uk/atoz/?f_az_subject_thesaurus_terms_s=medication&st=atoz



Outstanding Practice

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

- For all staff involved in handling and administering medication to Service Users, training certificates are available and in date
- Ongoing staff competency checks are recorded and are carried out periodically, at least quarterly
- Training needs are identified, recorded and an action plan is in place to meet these needs
- Training provided is above the minimum required and people are provided with training in areas to increase their knowledge and understanding beyond what would normally be expected
- Awareness training on medication issues is provided for all staff even if they are not going to be directly handling or administering medication
- The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

| Title of form | When would the form be used? | Created by |
|--|--|------------|
| Administration Competency Assessment Form - CM14 | To assess the competence of staff responsible for medication management. | QCS |

HWCGS Care (T/A Segal Gardens)
436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

| | |
|------------------------------|--|
| Name of Care Worker : | |
| Date of Assessment: | |
| Name of Assessor: | |

Please circle Yes, No, or N/A

| Policy Compliance - Policy and Training | | | |
|--|-----|----|-----|
| Has the Care Worker completed the approved training on medication management? | Yes | No | N/A |
| Has the Care Worker read the medication management policies of HWCGS Care (T/A Segal Gardens)? | Yes | No | N/A |
| Can the Care Worker evidence that policies have been read and understood? | Yes | No | N/A |
| Does the Care Worker have access to the QCS System to review the policies? | Yes | No | N/A |

| Policy Compliance - Preparation and Infection Control | | | |
|--|-----|----|-----|
| Did the Care Worker wash their hands before starting any medication administration and did they take correct hygiene measures throughout (e.g. using gloves when applying creams)? | Yes | No | N/A |
| Did the Care Worker make sure that everything was properly prepared before starting medication administration, e.g. were there enough medication pots, spoons, jug of water, beakers, etc? | Yes | No | N/A |
| Did the Care Worker take measures to ensure they were not going to be interrupted or distracted as far as possible? | Yes | No | N/A |

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| Policy Compliance - Consent, Mental Capacity Assessment and Best Interest | | | |
|--|-----|----|-----|
| Before preparing or administering the medication, did the Care Worker check the Care Plan to review the level of medication support required? | Yes | No | N/A |
| Before preparing or administering the medication, did the Care Worker obtain the Service User's consent? | Yes | No | N/A |
| If consent was not obtained, was this part of a documented Care Plan and procedure for this Service User and did the Care Worker check for best interest decision paperwork? | Yes | No | N/A |
| If consent wasn't obtained, was the Care Worker satisfied that the correct procedures had been followed in the best interests of the Service User? | Yes | No | N/A |

| Policy Compliance - Selection and Preparation of Medication | | | |
|---|-----|----|-----|
| Before selecting, preparing or administering any medication, did the Care Worker read the MAR correctly? | Yes | No | N/A |
| Did the Care Worker check whether a dose had already been administered or if the medication had been stopped? | Yes | No | N/A |
| If any directions were unclear or illegible on the MAR, did the Care Worker take appropriate steps to check the instructions? | Yes | No | N/A |
| Did the Care Worker use the 6 Rights of Medication? | Yes | No | N/A |
| Was the medication selected checked against the correct MAR including checking the Service User's name on the drug label and MAR? | Yes | No | N/A |
| If the directions on the MAR differed from those on the label, did the Care Worker take the appropriate steps to satisfy themselves as to the correct dose to be given? | Yes | No | N/A |
| Was the correct medication and dose selected at the correct time? Was consideration given to timing in terms of food or other directions on the label? | Yes | No | N/A |
| Was the medication prepared as per directions and information on the MAR or any accompanying procedure or Care Plan? | Yes | No | N/A |
| Did the Care Worker use the appropriate measure for any doses of liquid medication (e.g. oral syringe, graduated measuring cup)? | Yes | No | N/A |

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| Policy Compliance - Administration of Medication | | | |
|---|-----|----|-----|
| Did the Care Worker check the records to see how the Service User prefers to take their medication or demonstrate that they knew this information and administer the medication accordingly? | Yes | No | N/A |
| Did the Care Worker offer information, support and reassurance throughout to the Service User in a manner that promotes dignity, independence and is appropriate to their needs and concerns? | Yes | No | N/A |
| Was the medicine administered correctly and a glass of water offered where appropriate? | Yes | No | N/A |

| Please place a tick next to the Medicine Types you have witnessed being administered | | | | | |
|---|--|-------------------|--|------------------|--|
| Tablets/ Capsules | | Liquids | | Sachets/ Powders | |
| Inhaler Devices | | Eye Drops | | Ear Drops | |
| Nose Drops | | Nasal Sprays | | Other (State) | |
| Transdermal Patches | | Creams/ Ointments | | Other (State) | |

| Policy Compliance - Administration of Medication | | | |
|--|-----|----|-----|
| Was the security of all medication maintained throughout, e.g. Medication not left on the bedside table, medication trolley locked when staff not present? | Yes | No | N/A |
| Did the Care Worker visually witness the individual taking all their medication? | Yes | No | N/A |
| If the medication was not taken, was the appropriate advice sought and documented including checking information in the Care Plan if appropriate? | Yes | No | N/A |
| If the medication was not taken, was it dealt with as outlined in the Administration of Medicines Policy and Procedure? | Yes | No | N/A |

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| Policy Compliance - Record Keeping | | | |
|--|-----|----|-----|
| Did the Care Worker sign the MAR immediately after the medication was administered? | Yes | No | N/A |
| If the medication was not given, was the correct code entered on the MAR? | Yes | No | N/A |
| If the medication is a controlled drug, did the Care Worker ask a trained colleague to witness the entire procedure and sign the CD Register? | Yes | No | N/A |
| If the medication was a variable dose drug, was it given and recorded properly, and other records checked prior to administration if required? | Yes | No | N/A |
| Were the MARs returned to the proper place after the medication round? | Yes | No | N/A |

| Policy Compliance - Stock Control | | | |
|--|-----|----|-----|
| Did the Care Worker check that there was sufficient stock in place to complete future medication rounds? | Yes | No | N/A |
| If there were shortages in medication noted, did the Care Worker take appropriate action to ensure the stock was replaced? | Yes | No | N/A |
| Was all medication returned to the secure storage area once the medication round was completed and placed tidily? | Yes | No | N/A |

| Policy Compliance - Ordering, Receipt and Disposal of Medication | | | |
|---|-----|----|-----|
| Does the Care Worker record any medication received into HWCGS Care (T/A Segal Gardens) in a timely fashion using the correct documentation? | Yes | No | N/A |
| Does the Care Worker order medication in accordance with the procedures at HWCGS Care (T/A Segal Gardens) after checking currently held stock? | Yes | No | N/A |
| Is any out of date medication or medication no longer required recorded on the appropriate documentation and stored securely, clearly separated from 'in use' medication until it can be safely disposed of following local procedures? | Yes | No | N/A |

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| Policy Compliance - Storage | | | |
|---|-----|----|-----|
| Is the Care Worker aware of the correct storage conditions for medicines and where to find this information? | Yes | No | N/A |
| Is the Care Worker aware of the correct temperature range for the medication fridge and how to use the thermometer? | Yes | No | N/A |
| Does the Care Worker fill in the fridge temperature records correctly? | Yes | No | N/A |
| If new medication is received, is the stock put away so that older supplies are used first? | Yes | No | N/A |

| Policy Compliance - Non-Prescribed Medication | | | |
|---|-----|----|-----|
| Is the Care Worker aware of what action to take if a Service User wants to take over the counter medication? | Yes | No | N/A |
| Is the Care Worker aware of what to do if a Service User has a minor ailment? | Yes | No | N/A |
| If a non-prescribed medication was administered, was this from the original container as purchased and was the dose offered within the directions given on the packaging? | Yes | No | N/A |
| If a non-prescribed medication was administered, did the Care Worker record this correctly on the MAR? | Yes | No | N/A |

| Policy Compliance - Accessing Advice and Information | | | |
|---|-----|----|-----|
| Does the Care Worker know who to contact if they need advice on medication? | Yes | No | N/A |
| Is the Care Worker aware of the information sources held at HWCGS Care (T/A Segal Gardens), particularly patient information leaflets which should be available for the Service User and staff? | Yes | No | N/A |

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Other Information - Please record any discussions held with the Care Worker?

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| | |
|--|---------------------------|
| Following the Medication Administration Competency Assessment, _____ (insert name) has been assessed as: | |
| | Tick as applicable |
| Demonstrating competence at this assessment to administer medication unsupervised | |
| Demonstrating competence at this assessment to administer medication unsupervised with the exceptions recorded below | |
| Requiring further supervision or training to administer medication unsupervised | |

| |
|---------------------------|
| Actions/Exceptions |
| |

| | |
|----------------------------------|--|
| Signature of Care Worker: | |
| Job Role: | |
| Signature of Assessor: | |
| Job Role: | |
| Date of Next Review: | |