



Review Sheet

 Last Reviewed 21 May '21	 Last Amended 21 May '21	 Next Planned Review in 12 months, or sooner as required.
Business impact	 MEDIUM IMPACT	
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 and provides forms to assist with confirming staff competence. The policy has been reviewed with information about COVID-19 added and references have been updated.	
Relevant legislation:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Author: Royal Pharmaceutical Society, (2018), <i>Professional guidance on the safe and secure handling of medicines</i>. [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: 21/5/2021] • Author: NICE, (2014), <i>Managing medicines in care homes</i>. [Online] Available from: https://www.nice.org.uk/guidance/SC1/chapter/1-Recommendations#care-home-staff-administering-medicines-to-residentsCQC [Accessed: 21/5/2021] • Author: CQC, (2019), <i>Medicines in health and adult social care</i>. [Online] Available from: https://www.cqc.org.uk/sites/default/files/20190605_medicines_in_health_and_adult_social [Accessed: 21/5/2021] • Author: The National Care Forum, (2013), <i>Medication Safety Resources</i>. [Online] Available from: https://www.nationalcareforum.org.uk/ncf-publications/medication-safety-resources/ [Accessed: 21/5/2021] • Author: CQC, (2020), <i>Medicines information for adult social care services</i>. [Online] Available from: https://www.cqc.org.uk/guidance-providers/adult-social-care/medicines-information-adult-social-care-services [Accessed: 21/5/2021] 	
Suggested action:	<ul style="list-style-type: none"> • 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 	
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.	



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 COVID-19

It is recognised by HWCGS Care (T/A Segal Gardens) that during the period of the COVID-19 pandemic, the provision of training may be disrupted or harder to deliver face to face. In these situations, HWCGS Care (T/A Segal Gardens) will not compromise on the level of skill, knowledge and understanding required by staff providing medication for Service Users.

Mr Damian Cummings Gillian Gilmore will ensure that this policy is followed as closely as possible and that staff continue to receive training in a way that meets the COVID-19 guidance and which supports the safe provision of medication.

4.2 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.

4.3 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

4.4 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.

4.5 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.

4.6 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.

4.7 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).

4.8 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/wp-content/uploads/2020/03/the-framework-for-enhanced-health-in-care-homes-v2-0.pdf>

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:	