Medication Management

Care in Hand's Safe System for Medication Management.

Welcome to Care in Hands policy and guidance on medication management within our Service Provision.

This policy sets out our commitment to ensure the safe handling of medicines in Domiciliary Care. The policy and procedural guidance should be followed by all Staff working in Care in Hand services.

All Staff employed at Care in Hand will undertake Medication Training; and are required to sign to acknowledge their agreement to abide by it.

The Policy will be reviewed annually by Sheena Umanee & Orlaith Brennan to ensure that it reflects current working practice, legislation and standards.

8th May 2020 - Revised & Updated - Sheena Umanee

[Enter Medication Management >>](https://www.careinhand.co.uk/en/medication-management/medication-legislation-and-policy/)

## Medication

To begin with; we as a provider are required to have a Medication Policy. A Medication Policy is a statement of our Key Aims to operate a Safe system for handling medicines in Care in Hand.

Our Policy is to outline our commitments to legislative requirements and inform our Stakeholders of how we operate.

Please read this Policy Document Carefully. [**Medication Policy**](https://www.careinhand.co.uk/index.php/download_file/view/854/569/)

As you go make notes on questions you have and at the end of the training you can send an email to have all your questions answered.

The Medication Policy has attached to it A Support Document. This support document outlines **how** you are going to be able to work in accordance to the Medication Policy.

[**Medication Policy Support Document**](https://www.careinhand.co.uk/index.php/download_file/view/856/569/)

**Implications for the Registered Social Care Workforce**

Domiciliary Care Workers are now Registered with Social Care Wales. As part of this registration the following documents are to be taken into consideration

[1) Code of Conduct](https://www.careinhand.co.uk/index.php/download_file/view/914/569/)

[2) Practice Guidance](https://www.careinhand.co.uk/index.php/download_file/view/912/569/)

[3) Duty of Candour](https://www.careinhand.co.uk/index.php/download_file/view/913/569/)

In the event of a member of your team; breeching the above guidance the employer is obligated to investigate and refer to Social Care Wales and /or Adult Safeguarding for consideration.

Within the Practice Guidance there is a section on Medication Specifically. The entire Practice Guidance is a critically relevant document for ALL Social Care Workers.

**Here is an example of the most relevant sections:**

4.1 - Knowing your Limits

4.4 - Delegated Tasks by another professional

7.1 - Medication

7.1 - Keeping up to date

8.2 - Raising Concerns

Therefore it is important that the workforce and you; as the supervisors of that workforce ensure that the working practices outlined within this on line reference guide are followed and seek support and advice where this is not the case.

You as a social care supervisor are also in addition to your own code required to operate in a open and transparent manner.

[Social Care Wales Duty of Candour](https://www.careinhand.co.uk/index.php/download_file/view/913/569/)

[The Social Care Manager Practice Guidance](https://www.careinhand.co.uk/index.php/download_file/view/915/569/)

## Medication Procedures

As part of your Medication Training you are required to familiarise yourself with the Procedures you will be required to follow.

[1) Procedure for Sharing of Information](https://www.careinhand.co.uk/index.php/download_file/view/863/570/)

[2) Procedure for Medication Reconciliation (This is another word for seeking confirmation of the current medication regime and requirements)](https://www.careinhand.co.uk/index.php/download_file/view/866/570/)

[3) Procedure of Administration of Medication](https://www.careinhand.co.uk/index.php/download_file/view/867/570/)

[4) Procedure for Recording](https://www.careinhand.co.uk/index.php/download_file/view/868/570/)

[5) Procedure for Record Keeping](https://www.careinhand.co.uk/index.php/download_file/view/870/570/)

[6) Procedure for PRN (As Required) Medication](https://www.careinhand.co.uk/index.php/download_file/view/869/570/)

[7) Procedure for Refusal of Medication](https://www.careinhand.co.uk/index.php/download_file/view/871/570/)

8) Procedure for Handwriting on MAR Sheets

[9) Procedure for Self Administration](https://www.careinhand.co.uk/index.php/download_file/view/873/570/)

[10) Procedure for Handling Verbal Orders](https://www.careinhand.co.uk/index.php/download_file/view/874/570/)

[11) Procedure for requesting repeat perscriptions](https://www.careinhand.co.uk/index.php/download_file/view/875/570/)

[12) Procedure for collecting prescriptions](https://www.careinhand.co.uk/index.php/download_file/view/876/570/)

[13) Procedure for Administration of Controlled Drugs](https://www.careinhand.co.uk/index.php/download_file/view/865/570/)

[14) Procedure for Auditing Medicines](https://www.careinhand.co.uk/index.php/download_file/view/877/570/)

[15) Procedure for Over the Counter (OTC) Preparations](https://www.careinhand.co.uk/index.php/download_file/view/878/570/)

[16) Procedures for Warfarin Administration and Recording](https://www.careinhand.co.uk/index.php/download_file/view/864/570/)

[17) Procedure for removal of Unwanted Medication](https://www.careinhand.co.uk/index.php/download_file/view/891/570/)

[18) Procedure for raising concerns](https://www.careinhand.co.uk/index.php/download_file/view/881/570/)

[19) Procedure for Handling Medication Errors](https://www.careinhand.co.uk/index.php/download_file/view/882/570/)

[20) Procedure for use of Thickeners](https://www.careinhand.co.uk/index.php/download_file/view/883/570/)

[21) Procedure for Medication Needs Assessment](https://www.careinhand.co.uk/index.php/download_file/view/885/570/)

[22) Procedure for End of life Care](https://www.careinhand.co.uk/index.php/download_file/view/884/570/)

## Assessment

When we take on new Service Users or we are required to review existing ones; Medication assessment is always part of that task. In order to carry our any**Medication assessment or Review** you will be required to have the  knowledge of care in hands procedures & have completed the training associated with this task.

In order to carry out a Medication Assessment you will require the following:

**ONE**

Local Authority Care Needs Assessment which should outline the medication level of Service User, However IF this is not present the following guidance is to be followed [**Incomplete Medication Assessment**](https://www.careinhand.co.uk/index.php/download_file/view/919/571/)

**TWO**

Access to Care in Hands documentation and assessment guidance.

In order for clarity around the volume of documents we have i have an appendix document here with the relevant CiH F Numbered Documents that you are required to use.

[**Appendix 1**AGREEMENT TO ABIDE BY MEDICINE POLICY **(F22A)**](https://www.careinhand.co.uk/index.php/download_file/view/886/571/)

[**Appendix 2**CONFIRMATION OF CURRENT MEDICINES **(F22 B)**](https://www.careinhand.co.uk/index.php/download_file/view/887/571/)

[**Appendix 3**CONSENT FOR STAFF TO ADMINISTER MEDICINES **(F22 C)**](https://www.careinhand.co.uk/index.php/download_file/view/888/571/)

[**Appendix 4**MEDICINES ERROR AND NEAR MISS REPORT FORM**(F22 D)**](https://www.careinhand.co.uk/index.php/download_file/view/889/571/)

[**Appendix 5**AUTHORISATION TO TRANSPORT MEDICINES **(F22 E)**](https://www.careinhand.co.uk/index.php/download_file/view/890/571/)

[**Appendix 6**PERMISSION TO REMOVE UNWANTED MEDICINES **(F22 F)**](https://www.careinhand.co.uk/index.php/download_file/view/891/571/)

**Appendix 7**OPUS MAR SHEET TEMPLATE **(F22 G)**

[**Appendix 8**TOPICAL MEDICINES ADMINISTRATION RECORD (TMAR) **(F22 H)**](https://www.careinhand.co.uk/index.php/download_file/view/892/571/)

[**Appendix 9**PRN (WHEN REQUIRED) PROTOCOL **(F22 I)**](https://www.careinhand.co.uk/index.php/download_file/view/893/571/)

[**Appendix 10**MEDICINES RISK ASSESSMENT FOR SELF-ADMINISTRATION (Risk Management Plan) **(F22 J)**](https://www.careinhand.co.uk/index.php/download_file/view/902/571/)

**Additional Guidance Documents for Assessment -**[**Medication Level User**](https://www.careinhand.co.uk/index.php/download_file/view/905/571/)**&**[**Risk Assessment Flow Chart**](https://www.careinhand.co.uk/index.php/download_file/view/906/571/)

**Recent Further**[**National Guidance for Medicines Support**](https://www.careinhand.co.uk/index.php/download_file/view/921/571/)**became available in 2020 outlining guiding principles that both Local Authority and Local Health Boards (Integrated) are to follow. At this point the content of this guiding principles has not been adapted locally, and as a result Care in Hand implemented the Procedure for Incomplete Assessments. However our updated policy reflects best practice recommendation outlined within this document. The document contained good section on the Levels of Service Users.**

[**Appendix 11**COVERT MEDICINES AGREEMENT FORM **(F22 K)**](https://www.careinhand.co.uk/index.php/download_file/view/895/571/)

[**Appendix 12**COMPETENCY ASSESSMENT FOR MEDICINES HANDLING **(F22 L)**](https://www.careinhand.co.uk/index.php/download_file/view/896/571/)

[**Appendix 13**STAFF ELIGIBLE TO UNDERTAKE MEDICINES ADMINISTRATION (STAFF SIGNATURES) **(F22 M)**](https://www.careinhand.co.uk/index.php/download_file/view/897/571/)

[**Appendix 14**MONTHLY AUDIT REVIEW **(F22 N)**](https://www.careinhand.co.uk/index.php/download_file/view/898/571/)

[**Appendix 15**GAP MONITORING FORM **(F22 O)**](https://www.careinhand.co.uk/index.php/download_file/view/899/571/)

[**Appendix 16**WARFARIN ADMINISTRATION RECORD **(F22 P)**](https://www.careinhand.co.uk/index.php/download_file/view/900/571/)

[**Appendix 17**USE OF THICKENER RECORD SHEET **(F22 Q)**](https://www.careinhand.co.uk/index.php/download_file/view/901/571/)

[**Appendix 18** – Medication Error Action Plan Log **(F22 S)**](https://www.careinhand.co.uk/index.php/download_file/view/920/571/)

 Medication auditing

As part of your role as Senior Field Supervisor and Field Supervisors is to ensure that not only are medication assessments completed correctly and kept up to date but you are also required to keep a close eye on the MAR sheets within the properties of Service Users whilst you are Spot Checking, shadowing or completing calls yourself.

The Care Inspectorite Wales require us as part of our ongoing Quality Assurance programme to audit our medication Procedures and MAR sheets completed.

Within Care in Hand our Clinical Senior Field Supervisor (Orlaith Brennan) must:

* Undertake Monthly Audits
* Keeps Records of all Medication Errors
* Create Audit Action Plans if necessary for Improvement
* Action any requirements that arise from Incident Near Miss Reports/ Errors as required

Each month a [Medication Audit Review (Appendix 14 F22 N)](https://www.careinhand.co.uk/index.php/download_file/view/898/572/) must be submitted to the RI and QA Director of Care in Hand for Review & Comment

Where there are any complexities around Medicine Management you are required to email:

complexcare@careinhand.co.uk

The Role of a Senior Field Supervisors/ Field Supervisors/ Medication auditing Assistant includes:

* Review of MAR sheets for Gap Analysis (Missed Medication)
* Review PRN Medicines
* Review Self Medication People
* GP Review where required
* Review Medication Risk Assessments
* Review All Forms/ Paperwork
* Medication Competency of Staff

**Additional Documents for Managers/ Supervising Staff**

[Managers Guide to Reducing Medication Errors](https://www.careinhand.co.uk/index.php/download_file/view/916/572/)

[Managers Guide to Transcribing](https://www.careinhand.co.uk/index.php/download_file/view/917/572/)

[Risk Assessment for the use of Emollients at home](https://www.careinhand.co.uk/index.php/download_file/view/918/572/)

 Medication Training

# **As part of our New Policy development we have a new Training Programme to run alongside it.**

# **All Care Staff will undertake OPUS on line Level 1**

# [**Safe Handling of Medicines (Foundation) Course for Homecare & Reablement**](https://www.careinhand.co.uk/index.php/download_file/view/909/573/)

All Field Supervisors & Senior Field Supervisors will undertake this distance Learning Programme Level 2

# [**Competency Assessment, Auditing and Managing Medication: An Advanced Distance Learning Workbook & Resource Pack**](https://www.careinhand.co.uk/index.php/download_file/view/910/573/)

**Additional Training on Medication Specialisms will be offered where required in:**

[**WARFARIN**](https://www.careinhand.co.uk/index.php/download_file/view/907/573/)

Understanding Medicines in Dementia

Buccal Midazolam & Epilepsy

All Staff must undertake a **Competency Based on line assessment** to ensure they can safely administer medication.

# [**Homecare & Reablement Foundation Competency Assessment**](https://www.careinhand.co.uk/index.php/download_file/view/908/573/)

[Homecare & Reablement Advanced Competency Assessment](https://www.careinhand.co.uk/index.php/download_file/view/911/573/)

Competency assessment may be required as part of the action plan from Monthly auditing where a team/ member of staff requires further training or ups killing. If a member of staff is struggling to do the online assessment or feels that they cannot use a computer a paper version of the competency assessment is available and you will be required to complete it with the carer.

[Appendix 12 - Competency Assessment for Medication Handling Level 1](https://www.careinhand.co.uk/index.php/download_file/view/896/573/)

**Therefore:**

**YEAR 1** - Medication Level 1 at Induction.

**Note:** If you have a QCF Level 3 or above and have a valid Medication Certificate from another provider, with an active registration with Social Care Wales, with no gap in your employment you can do OPUS Medication Refresher with the the appropriate competency on line assessment for your job role.

**Year 2** - On Line e Learning Competency Assessment or Community Based/ Paper competency Assessment/ Spot Checks

**Year 3** - Medication Refresher

At any part during your employment you may be asked to complete a medication competency on line assessment. As part of our Quality Assurance programme names will be randomly picked to complete a refresher if they have not done so in the last 4 months.