

Isle of Wight Council Adult Social Care

Handling of Medication in a Residential Care Setting Policy

July 2021

1 Document Information

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2 Version History

Version	Date	Description
V0.1	September 2018	Initial draft – one Policy and Procedure (Clinical Commissioning Group Locality Medicines Optimisation Team and Jayne Kilgallen, ASC Service Manager)
V1.0	December 2018	Amendments made by Catherine Smith-Ivory. Separated into two documents – formal external Policy and internal practice guidelines for staff to use in practice. Garion Bird, Trainee Solicitor, ensured legal implications are correct and within legislative framework 05/12/18
V2.0	February 2020	Changes made by Hayley Jeneson, CCG Medicines Management Team, Daron Perkins, Service Manager and Jo Parry, Learning Disability Homes Manager.
V3.0	July 2021	Learning Pathway added to policy, Jo Parry Group Manager.

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4 Introduction and scope

The Isle of Wight Council's (IWC) Handling Medications in a Residential Care Setting Policy forms an essential part of local health and care systems risk and medicines management strategy. The policy provides guidance to all residential care home workers involved in the care and support of adults living in residential care setting and it will be reviewed on an annual basis. The IWC have an internal practice guideline that supports this policy and employees in practice in residential care settings.

The policy is prepared in compliance with the relevant statutory frameworks and relevant guidance. The policy and practice guidelines reflect good practice and ensure that all are aware of their roles and responsibilities in relation to the handling of medication, reducing the risk of any legal action against the Council arising out of improper handling of medication in a residential care setting.

5 Purpose and aims

This policy outlines the Isle of Wight Council's (IWC) vision for handling of medication in a residential care setting. It also describes the Directorate's commitment to best practice, legal compliance, enable and safeguard the wellbeing of individuals, employees and anyone else that could be affected.

Medicines play an important part in helping individuals remain independent. It is important that individuals take their medicines and should always be helped to manage their own medication, where this is possible, and appropriate in order to retain their independence. This will be done through the use of medication assessments.

The aim of the policy is to:

- Set out the principles by which medicines are managed in line with Care Quality Commission (CQC), National Institute for Health and Care Excellence (NICE) guidelines and legal requirements
- Ensure all members of staff working within Homes are aware of their role, responsibilities and limitations
- Manage the medication risks to residents and staff
- Ensure that residents receive appropriate medication safely and effectively
- Provide a clear and structured framework to enable lines of responsibility and leadership in the administration and delivery of medicines to be clear and comprehensible.

6 Personalised Care

Treatment and care are personalised, based on the individual's needs and preferences. This policy will be applied with regard to the individual's beliefs, wishes, experience and ability. Employees will be aware of the individual's cultural background and other factors that impact on their lives and incorporate this into a person-centred approach to care and support.

As all medicines are potentially harmful it is important that employees who provide care and support are confident about their role in the management of medication. The practice guidelines clarify to employees working in a residential care setting the range of duties that can be undertaken in relation to medicines. It advises how these duties and tasks can be undertaken safely and in accordance with best practice.

7 Responsibilities

This policy applies to council employees and individuals who require support. Where the term 'employee' is used within the policy this refers to all those persons working in any of the aforementioned work settings or roles.

It is the responsibility of the Registered Manager to ensure that all staff have read and understood this policy and that suitable training is made available in order that correct and safe practice is carried out at all times.

It is the responsibility of each member of staff to be accountable for their actions in relation to the procedures within this policy. All staff administering medicines must follow the policy and practice guidelines for the handling of medication.

8 Staff Training (SWAY Learning Pathway Link)

<https://sway.office.com/UHtAXtqlRf4kJy4i?ref=Link>

All staff who administer medications will be provided with training delivered by the CCG Medicines Optimisation Team to enable them to perform the tasks safely and efficiently. The Registered Manager will keep a record of this training and review the proficiency of the care staff on an annual basis or more frequently as necessary.

People accessing care and support often require medication in a safe and timely manner and many care workers are involved in the management and administration of medication.

Ensuring that appropriate learning opportunities are provided during induction, and are updated regularly, helps comply with CQC expectations.

We also want to ensure that staff feel confident in their own skills, and managers are able to assess their staff as being competent to provide this important task.

Staff will be observed by their manager a minimum of three times who will assess staff in a range of areas to assess competency using the Staff Competency Audit Sheet

Staff that do not administer medicines may be asked to apply topical preparations as part of personal care. These staff should be assessed as competent to carry out these tasks by a senior member of staff using the Medications Staff Competency Audit Sheet.

Learning activity 4: Request access to undertake an Opus distance learning workbook

This pack is aimed at senior staff and managers in a variety of care settings including care homes, homecare, reablement, extra care housing, supported living and day care. This interactive distance learning workbook provides advice on competency assessment, auditing, and management of medicines incidents in your care setting and provides you with the tools to implement safe processes in your organisation. The accredited distance learning course for senior staff responsible for assessing competence, auditing medicines, and managing medicines errors and incidents.

Course title: (To be added to the Learning Hub. To request access in the interim, please email learning.development@iow.gov.uk)

1st year in post required training:

Learning activity part 1: Complete the e-learning course

This short course covers the following areas and is a basic introduction to the key areas:

- introduces the basic principles of safe and appropriate handling of medicines
- the importance of being competent and gaining consent
- learn about the safeguards for people's health, wellbeing, and human rights
- learn about responsibilities and the 'rights' of administration
- learn about the different types of medication and prescriptions
- the importance of keeping good records
- how to store and dispose of medicines correctly

Course Title: Managing Medicines e-learning (60 minutes)

Learning activity part 2: Attend the course delivered by our local CCG Medicines Optimisation Team

The training is fully accredited by the Royal College of Nursing and can be used as part of your professional development. The content covers the ordering, storage, administration and disposal of medicines and all legal information surrounding medicines in care settings. There are also some practical exercises for attendees at each session.

Course Title: Medicine Management in Care

Learning activity part 3: (For those working with people with learning disabilities) Complete the e-learning course

This course looks at what the STOMP campaign is trying to achieve, why people have been over medicated, how people should be supported and what to do if you think someone is being over medicated.

Course Title: Stop Over Medication of People (STOMP)

2nd year in post and subsequent years required training:

Dependant on the results from the regular (annually after the first sign-off) competency audit checklist, your manager will direct you to one of the following options:

(N.B. Although a guide is given below to which activity to direct staff to, managers can use their discretion to ensure learning is effective and offers a challenge to staff for refreshing skills)

Typically aimed at staff with no concerns about competency:

Learning activity option 1: Re-complete the e-learning course (as per year 1) - Managing Medicines e-learning (60 minutes)

Typically aimed at staff with some minor concerns about competency:

Learning activity option 2: Re-attend the 'Medicine Management in Care' course (Delivered by the Medicines Optimisation Team, Clinical Commissioning Group (CCG))

The content covers the ordering, storage, administration and disposal of medicines and all legal information surrounding medicines in care settings. There are also some practical exercises for attendees at each session.

Typically aimed at staff who may have been involved in medication errors/ incidents and/or there are multiple concerns about competency:

Learning activity option 3: Undertake the CPD certified online short course (4 hours)

This course covers legislation associated with handling medication, procedures for receiving, administering, handling, storing, and disposing of medication; as well as looking at the most common types of medication that are administered to individuals in a care setting.

Course Title: Understanding the Safe Handling of Medication

Learning Activity: Attend the 'Assessors Refresher for Medicines Handling and Managing Incidents' course

On completion of the course, you will understand how to:

- Identify areas for improvement in competency assessment
- Improve the skills and techniques needed to assess competence and manage incidents
- Identify areas of concerns with medicines and put measures in place to mitigate the risks
- Provide practical solutions to aid incident management of medicines
- Demonstrate competence and confidence in the areas of competency assessment and management of errors
- Create an action plan

Course Information: (Dates to be added to the Learning Hub)

9 Legal Requirements

The policy reflects the general duties under the [Care Act \(2014\)](#), particularly the promotion of individual's wellbeing and to enable people to prevent and delay the need for care and support.

The policy and practice guidelines reflect the [Mental Capacity Act \(2005\)](#), National Institute for Health and Care Excellence (NICE) good practice guidelines on [Managing Medicines in Care Homes \(2014\)](#), the [Royal Pharmaceutical Society's Principles \(2007\)](#) that underpin safe handling of medicines in social care, the [Essential standards of quality and safety outcome 9](#) (regulation 13) of the Care Quality Commission, now replaced by [Health and Social Care Act \(2008\)](#) (Regulated Activities) Regulations 2014: regulation 12(2)(f) and 12(2)(g) and the tools developed by the National Care Forum.

Employees will deal with matters relating to social care only. Employees are not responsible for making decisions of a health-related nature. Medical advice will be sought from the individual's General Practitioner (GP), other members of the primary care team or any other relevant health care professional.

10 Reporting Incidents and Near Misses

Staff will follow the instructions contained in the Handling of Medication in a Residential Care Setting Practice Guidelines to report any medication error, incident or near miss. The fair blame culture an important concept of this policy. All employees have an important role to play in risk identification, assessment and management. To support employees in this, Adult Social Care provides a fair and consistent working environment and does not seek to apportion blame. We hope by adopting this approach this encourages a culture of openness and willingness to admit mistakes. As such, employees are actively encouraged to report any situation where things have, or could have gone wrong. Information, training counselling and support will be provided for any employee that finds themselves in such a situation. Adult Social Care wishes to learn from events and situations so that business processes and practice can be continuously improved.