## Policy 38: Medication Policy

Last updated by: SH, JM, MP, RS

<table>
<thead>
<tr>
<th>Version</th>
<th>Changes</th>
<th>Policy Date</th>
<th>Next Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>1/4/17</td>
<td>1/4/18</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>1/3/19</td>
<td>1/3/21</td>
</tr>
</tbody>
</table>
1. Introduction

a) Age UK York (AUKY) currently has two services in which care workers provide CQC regulated activities. These services are known as In Safe Hands and Bridge the Gap;

b) In Safe Hands and Bridge the Gap constitute the domiciliary care side of AUKY and as a result have to adhere to CQC standards;

c) AUKY care workers take the place of a carer on a regular or occasional basis, providing care in accordance with agreements arranged between the AUKY care organiser and others including the service user. The services user's wishes must be kept to the forefront of the service manager's and care worker's mind to ensure a person centred approach to care provided.

2. Scope

a) This policy replaces earlier policies relating to medication which were numbered Policy 38 and Policy 40;

b) The policy relates to all services provided by Age UK York (AUKY) paid workers to service users;

c) This policy is intended to provide guidance to paid AUKY workers on the safe administration and recording of medication and also the auditing of medication.

d) This policy is designed to cover situations where:

   - A paid care worker is taking the place of a carer for a few hours
   - A care worker is providing extra care calls
   - What to do if medication has been administered incorrectly

and these care occasions require the administration of medications where:

   - The service user is unable to administer their own medication; or
   - May need reminding on a regular basis and at appropriate times to take their medication;

e) For the purpose of this policy, 'medication' includes creams and instances where medication is prescribed and can be taken on an 'as required' basis.

3. Legislation

a) AUKY acknowledges and works within the legislation and regulations relevant to and governing the administration of medications by non-medically qualified, authorised paid workers;

b) Legislation and regulations include, but are not restricted to, The Human Medicines Regulations, 2012 and the Mental Health Act, 1983; The Health and Social Care Act 2008 [Regulated Activities] Regulations 2014;

c) AUKY is registered and licensed to provide services by the Care Quality Commission (Provider ID 0000054276). http://www.cqc.org.uk

d) This policy also takes account of the NICE guidance 'Managing medicine for adults receiving social care in the community' 2017 and the Medicines and Healthcare Products Regulatory Agency's yellow card scheme.
4. Policy contents

This Policy includes:

- Appendix 1 Request to give prescribed medications
- Appendix 2 (i) Medication Administration Authorisation
- Appendix 2 (II) Medication Administration Authorisation: Consent form for the service user's appointed carer or relative
- Appendix 3 Guidance on the administration of medication (set out as Policy 39)
- Appendix 4 Medications and treatments that care workers are not permitted to administer
- MAR chart
- MAR Audit chart
- The In Safe Hands service leaflet

5. Responsibilities

a) The Trustees of AUKY have overall responsibility for the services provided by AUKY and have devolved day to day responsibility on the Chief Officer;

b) Specific arrangements and guidance regarding service provision to each service user is provided by the care organiser;

c) Volunteers are not required to assist in any way with medication for service users.

6. The structure of AUKY care service provision

a) AUKY offers a range of short-term care services provided by a paid AUKY care worker;

b) These services do not replace the care service provided by a Care Agency, family member or other care worker;

c) The AUKY care worker is line managed by a supervisor or line manager who, for this policy, is known as the care organiser.

7. Role of the Care Organisers

a) Taking charge of the provision of AUKY care workers, their training and general line management;

b) Providing the care worker’s first line of management in any case of doubt or concern and giving instructions that the care worker must follow;

c) Discussing with the carer, cared-for person (the service user) and other family members, as indicated by the service user:

- The care needs of the service user;
- Any prescribed or over-the-counter medication that the service user takes and any changes in prescriptions or dosages that may occur from time to time;
- What assistance, if any, is required by the service user in managing their medication;
- The information in the handout 'In Safe Hands', a copy of which will be given to the service user;
- The limitations placed on the care worker in terms of the medication tasks they can perform;
- The medications to be given;
- The requirement to complete and sign all the relevant documents in the Appendices;

d) The care organiser will explain that the care organiser and the care worker cannot offer any advice on prescribed medication or on non-prescription medication and remedies;
e) The care organiser will explain the limitations of the care worker role. These are:

- Medications will not be administered from family filled dosette boxes;
- The Medication Administration Record (MAR) will only be completed detailing the medication to be given, the time and the dosage when the MAR is signed by the person receiving the service or their carer;
- Medications will only be administered where they are in their original packaging and in the case of blister packs, when the blister is unbroken;
- Creams will not be applied unless this is recorded on the Care Plan and MAR chart;

f) Once a care worker has been identified for any arrangement/visit, the care organiser will:

- Discuss with the care worker all details of the care plan and MAR chart. This will include:
  - Details about any special instructions regarding particular medicines, whether they need to be taken with food, after food etc.;
  - Any points requiring clarification and the limits of the care worker's responsibilities;

8. The Role of the Care Worker

a) Care workers will not offer any advice on care, other than as set out in the relevant Appendix;

b) Care workers will not offer any advice on the administration of medication and will follow the directions on medication labels or as set out in the relevant Appendix;

c) Care workers will understand that for the purposes of this service provision, they are not medical practitioners and must not draw on any experiences or knowledge they may have from elsewhere to advise or provide a service other than as set out in the relevant Appendix;

d) In any situation where the care worker is in doubt or has concerns s/he will immediately contact the care organiser and follow instructions given. These concerns may include cases where:

- A service user refuses medication;
- Medication is not taken in accordance with the prescriber's instructions;
- A service user appears to be evidencing side effects which appear to be related to the medication;
- A service user appears to be no longer able to manage to administer their own medication;
- A service user is stockpiling their medicines;
- There are medication errors or near misses;
  - There is possible misuse or diversion of medicines by the service user or another individual;

e) Care workers must inform the care organiser of any required change in the medication required by the prescriber. Any such changes must also be noted in the Document Pack;

f) If the care plan includes the care worker having responsibility for ordering a service user's medicines, the care worker should:

- Record when medicines have been ordered, including the name, strength and quantity of the medicine;
- Record when medicines have been supplied;
- Check for any discrepancies between the medicines ordered and those supplied;

g) Care workers are not permitted to dispose of any medication which should be done by the pharmacist but the immediate responsibility for any such disposal rests with the care organiser.
9. The Documents Pack

a) For the safeguarding of service users and in the interests of good practice generally, a Documentation Pack exists for each service user;

b) Paid AUKY workers must acquaint themselves thoroughly with the Document Pack as it relates to each service user for whom they provide services;

c) Service users’ signatures must be obtained on all relevant documents and, if instructions or medications change, the care worker and line manager or supervisor should consider if a fresh copy of the relevant document, or a further signature, is required;

d) The documents are to be found as Appendices at the end of this policy.

10. Training

a) AUKY workers involved with service care will already have received general training in their first Induction session;

b) The care organiser will identify any specific training that a care worker may need, such as first aid training or an update/refresher and arrange for this to be carried out;

c) The care organiser will discuss Policy 25, the Do Not Resuscitate policy;

d) The Appendices are also to be regarded as training, and care workers will not commence working in this role until the care organiser has talked through all the Appendices and the care worker is satisfied that they understand and acknowledge everything in the Appendices.

11. Finance

i) The In Safe Hands budget is agreed as part of the strategic planning and budget-setting process annually;

ii) The administration officer is responsible for the In Safe Hands and Care Workers Schemes petty cash with a balance of not more than £100 being maintained using the Cheque Request Form;

iii) Other than via the Cheque Request Form process, no money is paid into the ISH float;

iv) Cash float income via the Cheque Request Form and outgoings with their receipts are recorded in the ISH petty cash book;

v) Outgoings from petty cash are at the discretion and responsibility of the administration officer

vi) Receipts and the petty cash book entry are authorised by someone other than the administration officer and claimant;

vii) The petty cash book and float are reconciled on a monthly basis by the administration officer;

viii) The care organiser will liaise with the Management Support and Finance Group (MSFG) to state the service budgetary needs;

ix) The care organiser will request purchases and carry out all finance arrangements under the direction of the Finance Manager.
Appendix 1: Request to give prescribed medications (see attached chart)

Appendix 2 (i)  

Medication Administration Authorisation  Consent form for the service user

I ........................................................................... authorise Age UK York to arrange for a paid Age UK York care worker to help with giving me the medication that has been prescribed for me by my GP or other medical practitioner who is allowed to prescribe for me.

I authorise the paid care worker to help with giving me non-prescribed medication that is recorded on my Medication Administration Record Chart (MAR Chart). I will sign this.

If there are any changes to my medication I will tell my care worker at once and the changes will be written on the MAR Chart and I will sign this again, or a new Chart will be written that I will sign.

I understand that the care worker cannot administer any medication that is not on the MAR Chart.

I understand that the care worker cannot administer any medication that is above the dosage prescribed for me.

I agree that the AUKY paid worker can contact my GP, pharmacist or anyone who prescribes my medication.

My signature ......................................................... Date

My paid worker's name ....................................and signature ........................................ Date

My GP's name..........................................................Phone number

The pharmacist who usually provides my medication (if different from my GP surgery) is ................................................................. Phone number ..............................
Appendix: 2 (ii)

Medication Administration Authorisation Consent form for the service user’s appointed carer or relative

I …....................................................... authorise Age UK York to arrange for
a paid Age UK York care worker to help with giving ....................... the medication that
has been prescribed for ...................... by her/his GP or other medical practitioner who
is allowed to prescribe for her/him.

I authorise the paid care worker to help with giving her/him non-prescribed medication
that is recorded on the Medication Administration Record Chart (MAR Chart). I will sign
this.

If there are any changes to the medication I will tell the care worker at once and the
changes will be written on the MAR Chart and I will sign this again, or a new Chart will be
written that I will sign.

I understand that the care worker cannot administer any medication that is not on the
MAR Chart.

I understand that the care worker cannot administer any medication that is above the
dosage prescribed for her/him.

I agree that the AUKY paid worker can contact my GP, pharmacist or anyone who
prescribes her/his medication.

My signature .................................................. Date

My paid worker’s name ................................and signature .................................. Date

GP’s name..........................................................Phone number

The pharmacist who usually provides her/his medication (if different from the GP surgery)
is ................................................................. Phone number ..............................
Appendix: 3
Guidance on the administration of medication

a) Care workers will receive training organised by the Care Organiser before undertaking any service set out in this policy;

b) Care workers will observe good practice at least 3 times a year. This counts as training and will be recorded in their personnel file;

c) Hygiene will be observed at all times. This includes:

- Washing hands or using appropriate medical cleanser at the beginning of any service provision session;
- Using non-touch technique when handing medication to the service user;
- Ensuring the cleanliness of the 5ml medicine spoon, oral syringe and/or any glasses of water offered to the service user to assist with swallowing medication;
- Wearing medical gloves if the service user is to be touched when medications are administered;
- d) The CQC feels strongly that service users, if independent, should always be encouraged to take their own medications, followed by carers taking this responsibility. This prompting and administering must all be recorded on the MAR chart;

e) When medication is offered, care workers will:

- First, obtain consent from the service user;
- Check the MAR Chart;
- Read the instructions on the MAR Chart and medication package label such as:
  - the requirement to take the medication with or after food;
  - tablets to be crushed or dissolved in water;
- Ensure that any tablet is taken from an unbroken blister in a blister pack;
- Ensure that the dosette box from which any tablets are taken is a box created by the pharmacist or doctor and not by anyone else;
- Dispense the medication into an appropriate container using a non touch technique;
- Dot the MAR chart (to dispense) – (The CQC look for the Dot) – this is used as an aide memoir to self when each tablet has been 'popped';
- Seek to ensure that any tablets are actually swallowed;

f) Care workers are assisted with this aide memoire, known as the 6 R's:

- Right resident;
- Right drug;
- Right dose;
- Right time;
- Right route;
- Right to refuse medication.
g) After medication has been taken, the care worker will:

- Replace the medication tablets or bottles in their correct place;
- Complete the MAR Chart;
- Wash her/his hands or use the medical cleanser;
- Dispose of gloves if used in a container as directed by the care organiser;

h) If there has been a drug error (medication dropped on floor, taken and then spat out, etc.) then:

1. Apologise to client
2. Contact managers or senior staff – are there any safeguarding concerns?
3. Contact GP
4. Or contact Pharmacist
5. Duty of Candour – Written apology to client saying what we have learned

- Care Workers should not remove any medication from the home but if there are concerns about medication which is out of date or no longer required, this should be reported to the Care Organisational staff;
- Doses of liquid oral medication must be measured on a 5ml medicine spoon or measure supplied by a pharmacist. On occasions an oral syringe may be required;
- Medications should not be handled and tablets and capsules should be passed to the client on a spoon. If a care worker needs to place the dose in the person’s mouth, disposable gloves should be worn;
- Tablets should never be crushed nor capsules opened without the explicit instruction of the prescriber;
- Some medication must be dissolved or dispersed in water before administration. This will be indicated on the label.
Appendix 4
Medications and treatments that care workers are not permitted to administer

a) AUKY care workers are not permitted to carry out the following medical tasks:

- Injections
- The application of enemas, suppositories, pessaries, vaginal creams and rectal creams
- The application of medicines to broken skin
- The application of dressings involving the care of wounds
- The application of nebulisers and inhalers although a care worker may hand these to a service user

b) AUKY care workers are not permitted to prepare dosette boxes;

c) AUKY workers are not permitted to administer medications from dosette boxes that have been prepared by anyone other than the pharmacist or GP surgery;

d) AUKY workers are not permitted to administer medications other than from their original packaging including from unbroken blister packs.
a) Medication which is 'as required' will still be listed on the MAR chart;

b) The care worker will sign if this medication is given – otherwise they will use the appropriate coding which is found at the bottom of the chart;

c) On occasions, a carer may ask for medication to be left out for a person to take later. In this case, the care worker will mark ‘L’ (Left for Later) on the MAR. This will also be recorded on the care plan;

d) Non-prescription medications are those which can be bought without a prescription such as paracetamol, herbal or homeopathic medicines and food supplements such as fish oils. Seek further advice from dispensing pharmacist on potential contra-indications with any regular medications. These must be listed on the MAR chart.

e) Some medications require specialist training which staff are unable to be involved in administering.