

Pre-Course Workbook

Introduction to Medication Management

for Care Workers in ERYC Day Services

Important information for Care Workers

In order for you to gain the maximum benefit from this training you must;

- Complete this booklet before attending the training day
- Discuss the contents of this booklet with you line manager or organisation trainer – they will need to sign your booklet to confirm they have done this.
- This booklet must be taken to the training day.

If you do not have this booklet completed and signed with you on the training day you will not be allowed to attend the training and you will be marked as a non attendee

Care Worker Name (Block Capitals)	Signature	Date
Line Manager or Organisations Trainer (Block Capitals)	Signature	Date

Aim of Pre-Training Workbook

To understand the importance of medication training in respect to the role of Care Workers

To provide a foundation of understanding prior to undertaking the Medication Training Session

By the end of the workbook you will be able to:-

Explain why Medication Training is important to a care worker.

State the name of the ERYC Standard Operating Procedures

List key Legislation and Guidance governing Medication

State your role as a care worker with regards to medication

List the Classifications of medicines

Have a reasonable expectation of what will happen on the Training Day

Throughout this booklet we would like to encourage you to make notes. You can also jot down any questions that you would like to ask on the training day.

What is Medication Training and why do I need to do it?

What is Medication Training?

In reference to your role as a Care Worker we will define Medication Training as:

A course designed to inform Care Workers in the correct standard operating procedures for the safe handling and administering of medication to persons receiving care.

Care Quality Commission Guidance Professional Advice: The Administration of medication in care homes (5th Jan 2009) says;

The essential elements of this training should be:

- How to prepare the correct dose of medication for ingestion or application
- How to administer medication that is not given by invasive techniques, including tablets, capsules and liquid medicines given by mouth; ear, eye and nasal drops; inhalers; and external applications
- The responsibility of the care worker to ensure that medicines are only administered to the person for whom they were prescribed, given in the right (prescribed) dose, at the right time by the right method/route
- Checking that the medication 'use by' date has not expired
- Checking that the person has not already been given the medication by anyone else, including a relative or care worker from another agency
- Recognising and reporting possible side effects
- Reporting refusals and medication errors
- How a care worker should administer medicines prescribed 'as required', for example, pain killers, laxatives
- What care workers should do when people request non-prescribed medicines
- Understanding the service provider's policy for record keeping

This course has been designed to deliver training on these essential elements.

Task 1

Why do you think it is important to complete medication training?

Legislation and Medication

Medication if used correctly is can cure illness, relieve symptoms, prevent disease or if misused can cause injury or worse. The presence of Legislation and Guidance allows for the safe administration of medication. There are a number of Acts that relate to medication and they are regularly reviewed and updated.

As a care worker you should be aware of the legislation and guidance that governs the safe handling, administration and disposal of medication.

Medicines Act 1968 + amendments

This act regulates the drugs that can be used as medicines.

The Medicines Act defines the three categories of medicines.

General Sales List medicines (GSL) – medication that can be sold in any shop (e.g. pharmacy, supermarket, corner shop etc.) without a prescription.

Pharmacy Medicines [P] – medicines that can only be sold in a pharmacy under the supervision of a pharmacist.

These medicines can include larger pack sizes or different strengths of some GSL medicines.

For example

16 Paracetamol 500mg Tablets are a [GSL] medicine and
32 Paracetamol 500mg Tablets are a [P] medicine

Prescription Only Medicine [POM] - medicines which may only be obtained with a valid prescription. Some **Prescription Only Medicines** are further classified as **Controlled Drugs [CD POM]** which have stringent regulations regarding prescribing, supply and destruction.

Point to remember

Prescriptions can be written for [GSL], [P], [POM] and [CDPOM] Medicines

Misuse of Drugs Act 1971 (Controlled Drugs) and amendments

This Act regulates Controlled substances.

Health & Social Care Act 2008

Regulation 13 (2010) Management of medicines.

"13. The registered person must protect service users against the risks associated with the unsafe use and management of medicines, by means of the making of appropriate arrangements for the obtaining, recording, handling, using, safe keeping, dispensing, safe administration and disposal of medicines used for purposes of the regulated activity."

Care Quality Commission (Registration) Regulations 2009.

Essential Care Standards Of quality and safety 1st October 2010.

This is a guidance designed to help providers of health and adult social care to comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

Health and Safety at Work Act 1974

This Act requires the control of risk within the workplace.

Control of Substances Hazardous to Health Regulations 1999 (COSHH)

These regulations require that any hazards are identified and assessed for risk.

Access to Health Records Act 1990

Hazardous Waste regulations 2005

Mental Health Act 2007

The Care Act 2014

Data Protection Act 2018 (UK 2021 Update) The Data Protection Act 2018 has been amended to be read in conjunction with the new **UK-GDPR** instead of the EU GDPR. It is the UK's data privacy law that governs the processing of personal data from individuals inside the UK.

<u>NOTES</u>

Task 2

Read the two statements below and discuss what they might mean to you as a Care Worker administering medication.

"Anyone can administer a prescription medicine to another person provided it is in accordance with the directions of a Prescriber"

"Medicines prescribed for a person are that person's property"

Task 3

Both **General Sales List Medicines** and **Pharmacy Medicines** can be bought "over the counter". They are sometimes referred to as **OTC** medicines or **Homely Remedies**.

Some Service Users may want to use OTC or Homely Remedies.

What are the possible consequences of taking over the counter medication with prescribed medication?

Find out if care workers are able to administer Homely Remedies or OTC medication in your work setting

Administration of Medication

The East Riding of Yorkshire Council Adult Services has produced standard operating procedures for medication called

“Administering Medication Safely in Day Services” Standard operating procedures.

This document sets out how medication is to be handled within Day Care Services.

Task 4

Where are the Standard Operating Procedures kept in your work setting and when did you last read them?

Roles and Responsibilities in Day Care Services

Service Users

The level of responsibility assumed by individual service users in respect of their medication will depend on their ability to control this aspect of their life. This will be determined during the assessment process. Where a service user is able to manage any aspect of their own medication then they must be encouraged to do so. If assistance with medication is required then the service user must provide care staff with access to the prescription, medicine and other relevant information and if they have capacity, consent must be given by the service user for assistance to be given with their medication.

East Riding of Yorkshire Council Care Management Team

- Carries out a Fuller's Self Medication Risk Assessment as part of the normal assessment process (see appendix 1).
- Identifies the appropriate level of support (levels of support are defined in section 4) and records this in the support plan.
- Obtains and records the service user's (or advocate's as appropriate) consent to the support plan.
- Liaises with health professionals as appropriate to confirm medication requirements, special storage or administration details etc.

Day Service Manager

- Ensures that the Procedures are implemented in their service and undertakes random audits each month to ensure compliance.
- Ensures that systems are checked and reviewed and that stock taking procedures are in place.
- Ensures that the agreed and documented level of assistance is provided to the service user on a day to day basis.
- Ensures that medication is administered from the original 'pharmacy filled container' and that this is recorded on a Medication Administration Record (MAR) (see appendix 2) by trained and competent staff.
- Monitors and reviews the service provided.
- Ensures that the Care Management Team / GP / health professional are informed of any significant changes that may trigger the need for a review.
- Ensures that incidents are recorded and reported appropriately and used as a learning tool to improve the service.
- Ensures responsibility is delegated to senior care workers or designated officers on duty as appropriate.

Care Workers

It is the responsibility of care workers to follow the support plan and Administer /record medication in line with these Procedures. Staff should report any concerns to their line manager. Staff should only assist with medication where they have the required training and are assessed as being competent to do so.

Community Pharmacists

Have a professional responsibility to supply medication prescribed by GPs and other recognised prescribers. The medication must be of a suitable quality and comply with legal and ethical requirements for the packaging and labelling. Pharmacists have a responsibility to ensure that a patient (service user) or carer receives appropriate information, patient information leaflets and advice to support them in gaining best effect from medication. Pharmacists keep computerised records of the medication received on prescription. These records provide useful information and can indicate potential drug interactions. Pharmacists offer advice on many aspects of the use of medicine.

Health Responsibilities

General Practitioners (GPs) have a duty of care for all of their listed patients to provide general health and medical care or refer for specialist health care or social care. In looking after an individual's health and wellbeing, the GP or other nonmedical prescriber will prescribe medication to their patient to prevent, treat or relieve medical conditions. GPs must carry out an annual medication review on each

service user. It should be noted that individual service users might also receive medication prescribed by specialists which may have been supplied to them in hospital. Within primary care, other professionals may be involved in prescribing for service users – suitably qualified nurses and Pharmacists are also able to prescribe.

Nursing Personnel

It is the responsibility of nursing personnel to provide nursing and clinical care to individual service users, e.g. invasive procedures such as injections and bladder irrigations and matters relating to feeding tubes. During such provision, it is their responsibility to also monitor the health status of the individual. Nursing personnel will usually write their own records for medications/interventions and treatments they provide for the individual. Day Service staff are not required to sign the individual care home MAR for any medication the nursing staff administer. Nursing staff are also responsible for the training and assessment of care workers required to undertake level 3 administration of medication (see 4.2.3). Care staff should ensure good quality liaison between the care and nursing staff and write detailed records in the person's diary notes of treatment/medication received.

Task 5

Please answer the following questions about responsibilities:

- a) Where a service user is able to manage any aspect of their own medication then they should be encouraged to do so – please state one responsibility service users have with regard to their medication.

- b) Who obtains and records the service users consent to the support plan?

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- c) Whose role is it to ensure that medication procedures are implemented in their service and that random audits are undertaken each month to ensure compliance?

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- d) Community Pharmacists have a professional responsibility to supply medication prescribed by GP's and other recognised prescribers - please state one other role or responsibility that community pharmacists have.

- e) Who has a 'duty of care' for all of their listed patients to provide general health and medical care or to refer patients for specialist health care or social care?

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- f) Whose responsibility is it to facilitate the training of Care Workers and to keep records of staff training?

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- g) Who is responsible for the training and assessment of care workers required to undertake level 3 administration of medication?

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- h) Make notes of your own role and responsibilities as a Care Worker in your care setting

- i) Care workers should only assist with the administration of medication where they have the

and are assessed as to do so.

- j) If you, as a Care Worker, have a concern about a service user's medication:

- Who do you report your concern to?
- How do you record your concern?
- How are the outcomes of your concerns recorded?

- k) Can a service user self-medicate?

(Please Circle the correct answer)

YES / NO

Self Administration Procedures

Task 6

What happens in your workplace?

Workplace Procedures

Task 7

Find out your workplace procedures for:

- a) the administration of medicines,
- b) record keeping
- c) disposal
- d) storage of medicines

[illegible]

What Comes Next?

The next part of your training will take place on the training day.

To obtain the maximum benefit from the training it is important that you complete this booklet and bring it with you on the day as the day will start with discussions based on this booklet and it will be referred to throughout the day.

If you do not bring this booklet with you to the training day you will not be allowed to participate and will be marked as a non-attendee.

The training day will cover aspects of:

- ❖ Independence and Choice
- ❖ Legislation and Medication
- ❖ Standard Operating Procedures
- ❖ Types of medication
- ❖ Routes of Administration
- ❖ Recording Administration
- ❖ Ordering Medication
- ❖ Storage of Medication
- ❖ Disposal of Medication
- ❖ Homely Remedies

On the Training Day you will receive a further booklet (The Post Workshop Information booklet) in which your competencies will be recorded.

This is a basic medication training course (Level 2) for all staff responsible for administering medication, including creams/ointments. The Post Workshop booklet also includes a section to record Additional Training Undertaken, including Specialized Techniques (Level 3 training).

Please note here anything you would like to discuss in the training session on the day:

<u>NOTES</u>