

## CM37 - Training and Competency on Medications Policy and Procedure

Category: Medications Management Sub-category: Medications Management

### Policy Review Sheet

Review Date: 25/05/17 Policy Last Amended: 25/05/17

Next planned review in 12 months, or sooner as required.

Note: The full policy change history is available in your online management system.

Business Impact:	Low	Medium	High	Critical
		X		
Changes are important, but urgent implementation is not required, incorporate into your existing workflow.				

 Reason for this review:	New Policy
 Were changes made?	Yes
 Summary:	This content was previously part of the CM03 Medications Policy and Procedure. Full review and new policy created specifically for Domiciliary Care.
 Relevant Legislation:	<ul style="list-style-type: none"> <li>• The Care Act 2014</li> <li>• Care Quality Commission (Registration) Regulations 2009</li> <li>• Data Protection Act 1998</li> <li>• Medical Act 1983</li> <li>• Medicines Act 1968</li> <li>• The Human Medicines Regulations 2012</li> <li>• Misuse of Drugs Act 1971</li> </ul>
 Underpinning Knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• RPSGB, (2007), <i>The Handling of Medicines in Social Care</i>. [Book] RPSGB</li> <li>• Nursing and Midwifery Council, (2015), <i>Standards for Medicines Management</i>. [Online] Available from: <a href="https://www.nmc.org.uk/globalassets/sitedocuments/standards/nmc-standards-for-medicines-management.pdf">https://www.nmc.org.uk/globalassets/sitedocuments/standards/nmc-standards-for-medicines-management.pdf</a> [Accessed: 25/05/2017]</li> <li>• National Institute for Health and Care Excellence, (2015), <i>Home Care: Delivering Personal Care and Practical Support to Older People Living in Their Own Homes NICE Guideline [NG21]</i> [Online] Available from: <a href="https://www.nice.org.uk/guidance/ng21/chapter/Recommendations#recruiting-training-and-supporting-home-care-workers">https://www.nice.org.uk/guidance/ng21/chapter/Recommendations#recruiting-training-and-supporting-home-care-workers</a> [Accessed: 25/05/2017]</li> <li>• National Institute for Excellence in Health and Care Excellence, (2017), <i>Managing Medicines for Adults Receiving Social Care in The Community NICE Guideline [NG67]</i> [Online] Available from: <a href="https://www.nice.org.uk/guidance/NG67/chapter/Recommendations#training-and-competency">https://www.nice.org.uk/guidance/NG67/chapter/Recommendations#training-and-competency</a> [Accessed: 25/05/2017]</li> </ul>
 Suggested action:	<ul style="list-style-type: none"> <li>• Notify relevant staff of changes to policy</li> <li>• Share 'Key Facts' with professionals involved in the service</li> <li>• Share 'Key Facts' with people involved in the service</li> <li>• Discuss in team meetings</li> <li>• Discuss in supervision sessions</li> <li>• Confirm relevant staff understand the content of the policy</li> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>

## **CM37 - Training and Competency on Medications Policy and Procedure**

This page is deliberately left blank

## CM37 - Training and Competency on Medications Policy and Procedure

### 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 Eleven Sisters Community Support Services Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Line of Enquiry (KLOE)
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?

1.3 To meet the legal requirements of the regulated activities that Eleven Sisters Community Support Services Ltd is registered to provide:

- The Care Act 2014
- Care Quality Commission (Registration) Regulations 2009
- Data Protection Act 1998
- Medical Act 1983
- Medicines Act 1968
- The Human Medicines Regulations 2012
- Misuse of Drugs Act 1971

### 2. Scope

2.1 The following roles may be affected by this policy:

- Registered Manager
- Other management
- Nurse
- Care staff

2.2 The following people 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 must be trained in the handling and use of medication and have their competence assessed prior to commencing any medication related activity.

3.2 To ensure that Medication Training on Induction for Carers aligns with the Care Certificate.

## CM37 - Training and Competency on Medications Policy and Procedure



### 4. Policy

**4.1** Eleven Sisters Community Support Services Ltd 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, Eleven Sisters Community Support Services Ltd 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, delegated by a registered nurse and defined in the **Overarching Medication Policy and Procedure (CM03)** as a specialised technique, further competency training and assessment will be required.

**4.2** 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

**4.3** Education and training will include both theoretical knowledge and practical skills.

**4.4** Eleven Sisters Community Support Services Ltd will ensure that staff who do not have the skills to administer medicines, despite completing the required training, are not allowed to administer medicines to Service Users.

**4.5** Eleven Sisters Community Support Services Ltd will ensure that all staff required as part of their role to support Service Users with medication, have a review of their knowledge, skills and competencies relating to managing and administering medicines within a timeframe agreed by Eleven Sisters Community Support Services Ltd.

Eleven Sisters Community Support Services Ltd 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.

**4.6** Eleven Sisters Community Support Services Ltd will set up a learning and development programme so that staff can gain the necessary skills for managing and administering medicines. The programme should meet the requirements of the regulators, the Service Users and the training needs of Eleven Sisters Community Support Services Ltd staff.

**4.7** Health professionals working in, or providing services to, Eleven Sisters Community Support Services Ltd 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 of Eleven Sisters Community Support Services Ltd.

## CM37 - Training and Competency on Medications Policy and Procedure

### 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 evaluating the plan and development activities
- Spending time on their own self-development
- Ensuring 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. They should 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 plans are developed to help meet these needs
- Providing on the job training where possible
- Providing opportunities for personal development, for example 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 Eleven Sisters Community Support Services Ltd
- High Quality
- Accessible
- Flexible
- Relevant
- Meets regulatory and contractual requirements

In addition to having sufficient numbers of suitably trained staff to support medication administration, the Registered Manager will need to demonstrate 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 medication administration
- Record charts
- Regular auditing of MAR (Medication Administration Record) charts
- Supervision records

#### 5.4 After a Medication-Related Incident

After a medicines administration incident, and where further training is identified as an action, the assessor should 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.

## CM37 - Training and Competency on Medications Policy and Procedure



### 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 Assessor

- A person who has the necessary teaching and assessing qualification

#### 6.3 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



### Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Staff should not undertake any medication-related activity unless they have been trained and assessed as competent to do so
- Training should be right for the service, high quality, accessible, flexible and relevant
- All staff should 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:

- Service Users have a right to be supported with their medication by staff who have the training, competency and skills to support their 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:

- Care Certificate: <http://www.skillsforcare.org.uk/Learning-development/Care-Certificate/Care-Certificate.aspx>

## CM37 - Training and Competency on Medications Policy and Procedure

### 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
- On-going 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
Medication Administration Competency Assessment Form - CM37	When Medication Competency needs assessing	QCS

## **CM37 - Training and Competency on Medications Policy and Procedure**

This page is deliberately left blank

## Medication Administration Competency Assessment Form - CM37

Name of Care Worker (CW):	
Date of Assessment:	
Name of Assessor:	

**Please circle Yes, No, or N/A**

<b>Policy Compliance - Policy and Training</b>			
Has the CW completed the approved training on Medication Management?	Yes	No	N/A
Has the CW read the QCS Policies on Medication Management?	Yes	No	N/A
Can the CW evidence the policies have been read?	Yes	No	N/A
Does the CW have access to the QCS System to review the policies?	Yes	No	N/A

<b>Policy Compliance - Preparation and Infection Control</b>			
Did the CW wash their hands before starting any Medication Administration and did they take correct hygiene measures throughout (e.g. gloves when applying creams)?	Yes	No	N/A
Did the CW make sure that everything was properly prepared before starting medication administration, e.g. correct medication, blister packs, spoons, jug of water, beakers, etc?	Yes	No	N/A
Did the CW take measures to ensure they were not going to be interrupted or distracted as far as possible?	Yes	No	N/A

## Medication Administration Competency Assessment Form - CM37

<b>Policy Compliance - Consent, Mental Capacity Assessment and Best Interest</b>			
Before preparing or administering the medication, did the CW check the Care Plan to review the level of medication support required?	Yes	No	N/A
Before preparing or administering the medication, did the CW 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 CW check for best interest decision paperwork?	Yes	No	N/A
If consent wasn't obtained, is the CW satisfied that the correct procedures have been followed in the best interests of the Service User?	Yes	No	N/A

<b>Policy Compliance - Selection and Preparation of Medication</b>			
Before selecting, preparing or administering any medication, did the CW read the MAR chart correctly?	Yes	No	N/A
Did the CW check whether a dose had already been administered or if the medication had been stopped?	Yes	No	N/A
If any directions are unclear or illegible on the MAR chart, did the CW take appropriate steps to check the instructions?	Yes	No	N/A
Did the CW use the 6 Rights of Medication?	Yes	No	N/A
Was the medication selected checked against the correct MAR chart including checking the Service User's name on the drug label and MAR chart?	Yes	No	N/A
If the directions on the MAR chart differed from those on the label, did the CW 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 chart or any accompanying procedure or Care Plan?	Yes	No	N/A
Did the member of staff use the appropriate measure for any doses of liquid medication (e.g. oral syringe, graduated measuring cup)?	Yes	No	N/A

## Medication Administration Competency Assessment Form - CM37

Policy Compliance - Administration of Medication			
Did the member of staff check the records to see how the individual preferred to take their medication or demonstrate that they knew this information and administered the medication accordingly?	Yes	No	N/A
Did the CW offer information, support, and reassurance throughout to the Service User in a manner that promoted dignity, independence and was 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 table, cupboard, etc.	Yes	No	N/A
Did the CW 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 Medication Administration Policy?	Yes	No	N/A

## Medication Administration Competency Assessment Form - CM37

<b>Policy Compliance - Record Keeping</b>			
Did the member of staff sign the MAR chart immediately after the medication was administered?	Yes	No	N/A
If the medication was not given, was the correct code entered on the MAR chart?	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 MAR charts returned to the proper place after the medication administration?	Yes	No	N/A

<b>Policy Compliance - Stock Control</b>			
Did the member of staff check that there was sufficient stock in place to administer future medication?	Yes	No	N/A
If there were shortages in medication noted, did the CW take appropriate action to ensure new prescriptions were organised?	Yes	No	N/A
Was all medication returned to the agreed storage place once the medication administration was completed?	Yes	No	N/A

<b>Policy Compliance - Ordering, Receipt and Disposal of Medication</b>			
Did the CW record any medication received into The Agency in a timely fashion using the correct documentation?	Yes	No	N/A
Did the CW order medication in accordance with the Organisation's procedures after checking current medication?	Yes	No	N/A
Was 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 could be safely disposed of following local procedures?	Yes	No	N/A

## Medication Administration Competency Assessment Form - CM37

<b>Policy Compliance - Storage</b>			
Was the CW aware of the correct storage conditions for medicines and where to find this information?	Yes	No	N/A
If new medication was received was the medication put away so that older medication was used first?	Yes	No	N/A

<b>Policy Compliance - Non-Prescribed Medication</b>			
Was the CW aware of what action to take if a Service User wants to take over-the-counter medication?	Yes	No	N/A
Was the CW aware of what to do if a person 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 CW record this correctly on the MAR chart?	Yes	No	N/A

<b>Policy Compliance - Accessing Advice and Information</b>			
Did the CW know who to contact if they needed advice on medication?	Yes	No	N/A
Was the CW aware of the information sources held at The Agency, particularly patient information leaflets which should be available for the Service Users and staff?	Yes	No	N/A

## Medication Administration Competency Assessment Form - CM37

**Other Information - Please record any discussions held with the CW**

## Medication Administration Competency Assessment Form - CM37

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 (CW)	
Job Role:	
Signature of Assessor:	
Job Role:	
Date of Next Review:	

## Medication Administration Competency Assessment Form - CM37

This page is deliberately left blank