

<p>Status: Policy - Overall statement of the position, intention and direction of the organisation anchored in the values and principles of the organisation.</p>	<p>Policy No: CLP 01 Version No: Date Approved: 01/03/11 Review Date: 01/03/13</p>
<p>Title: Policy on Medication Management</p>	
<p>Written by: Clinical Practice Project Group</p>	
<p>Approved by: National Risk Management Committee Joe Wolfe & Associates</p>	
<p>Cross Reference: CLSP 08, BPH OI.</p>	

1.0 Purpose

The purpose of this document is to describe the policy of Cheshire Ireland in relation to medication management.

2.0 Scope

All management and staff at all grades employed by or working within Cheshire Ireland services. It is acknowledged that local needs may dictate specific policies and protocols authorising the practices of individuals involved with medicines. (An Bord Altranais, 2007)

3.0 Definitions

Medication Management: Is the facilitation of safe and effective use of prescription and over-the-counter medicinal products (An Bord Altranais, 2003). The responsibilities of medication management incorporate the assessment, planning, implementation and evaluation of the Best Possible Health Medication Management process in collaboration with other health care professionals in providing care.

Medicinal Product: Any substance or combination of substances presented for treating or preventing disease in human beings. Any substance or combination of substances which may be administered to human beings with a view to making a medical diagnosis or to restoring, correcting or modifying physiological functions in human beings is likewise considered a medicinal product (Council of European Communities, 2001).

Medication System: A medication system is an organised system designed to ensure safe and accurate dispensing, packaging and administering of medication.

Medication Administration: To give an individual dose of a medicinal product to a service user via direct contact (e.g. orally, by injection, nebuliser, gastrostomy tube) or by indirect contact (e.g. application of a medicated dressing) and ensuring completion of this activity (An Bord Altranais, 2003).

PRN: Abbreviation of the Latin *pro re nata* which translated literally means 'as needed'. This abbreviation is frequently used in writing prescriptions to indicate administration of medication as the circumstances require (An Bord Altranais, 2003).

Self-administration of medications involves the independent use of a medication by a service user in a manner that supports the management and administration of her/his own medications.

Complementary therapies include, but are not limited to, acupressure, acupuncture, aromatherapy, herbalism, homeopathy, massage therapy, reflexology and yoga. The use of complementary therapies is increasingly more common in the delivery of health care with many nurses providing these therapies.

4.0 Policy Statement

It is the policy of Cheshire Ireland that:

All Cheshire service users will be supported to manage their own medication. However, in circumstances where this is not possible, or the service user chooses not to, Cheshire Ireland will provide support in line with a person centred approach.

It is important to note that the decision-making regarding responsibility for medication management and the ability to self-administer should be reviewed with the service user during their annual BPH review meeting, as a service user's views/opinions with respect to this issue may change over time.

- Records are kept to account for all medicines. This includes all medicines received, administered to the service user, given to the service user on leaving the residential care setting and returned to the pharmacy. A medicines administration chart is maintained for each service user except those who take responsibility for their own medication.

- Documentation in the Best Possible Health Medication Administration Plan should detail the support and supervision required to facilitate a service user with self-administration.
- Appropriate, safe and secure storage should be provided for the service user's medicinal products and access should be limited to the service user/carer/nurse supporting the service user.
- Continual collaboration and communication should occur with the medical practitioner concerning the service user's medication management.
- It is important to note that at no time can the responsibility of medication management be shared. It is either the responsibility of the service user or it is the responsibility of the organisation.
- In relation to medication management, staff will respect the rights of Cheshire service users to be treated with sensitivity and respect as individuals, and to have wishes and opinions in relation to medication management considered fairly (Cheshire Ireland National Consumer Committee, 2004).
- Nursing staff managing medication will adhere to Cheshire Ireland standard procedures and guidelines in relation to medication management.
- In services where nursing staff are not available on a 24-hour basis, care/support staff who have received training, certification and refreshers as necessary, may administer medication and will adhere to Cheshire Ireland standard procedures and guidelines.
- Care staff may administer medications through the following routes: oral, aural, nasal, buccal, by inhalation, topical, vaginal, rectal, subcutaneous injection and via PEG (Percutaneous Endoscopic Gastrostomy) following training approved by Cheshire Ireland.
- In the case of intramuscular and intravenous administration of medication, only registered nurses may administer drugs via this route.
- Medicines administered by staff must be prescribed including over-the-counter medications (e.g. Paracetamol, Calpol, Disprin, such substances must be administered in accordance with the instructions of the G.P.). It is recommended that over-the-counter medications frequently requested by service users be added to their prescription on a PRN (Pro Re Nata) basis.
- All service users will use medication systems i.e. blister/bubble packs with medication individually packed for the management of medication.
- All Cheshire service users will have an annual review of all the medication they are taking.
- All medication management details of Cheshire service users will be managed confidentially with respect for the dignity and privacy of the person (Cheshire Ireland National Consumer Committee, 2004).

- Only in exceptional circumstances, should the policy/procedures not be adhered to, for example if a staff member was of the opinion that by following the policy/procedure that a service user would be harmed. In these circumstances the staff member should consult immediately with the service user and his/her doctor and follow any advice given, all actions should be noted.

5.0 Policy in Relation to Specific Responsibilities

5.1 Cheshire Ireland

Cheshire Ireland is responsible for ensuring that all staff members involved in the administering of medication receive appropriate training, supervision and support.

5.2 Centre/Service Managers

Policy Availability: The centre/service manager is responsible for ensuring that a copy of this document is available to all nursing and care staff, and is available to service users and family members.

Note: All staff must sign the “Policy read and understood” sheet in their area (See Appendix).

- A structured and supportive supervision process in relation to clinical care should be put in place by management.
- There are clear lines of communication and agreed arrangements between the different healthcare professionals who may be required to provide care for the service user with medication management.

Staff Management: It is the responsibility of the service/centre manager to ensure the staff in the centre/service managing medication have received training, certification and refreshers as necessary.

- **Incident Reporting:** In the event of an incident, the manager must follow the standard procedure for reporting medication errors, (Cross Ref: Standard Procedure for Reporting/Recording Medication Errors/Adverse Events CLSP 08).

5.3 Nursing Staff

In Cheshire Ireland Services where nurses are employed:

- The nurse has an obligation to practice according to the legislation governing nursing and midwifery practice, and the current standards and policies of regulatory bodies and health service providers. Nurses and midwives should be aware of their legal and professional accountability with regard to medication management.

- The nurse should have knowledge of the relevant statutes and legislation regarding the practices of prescribing, dispensing, storing, supplying and administering scheduled medicinal products. (This includes controlled, prescription-only and over-the-counter medications). Relevant statutes and legislation relating to medication management.
- The nurse should have knowledge of the relevant statutes and legislation regarding the practices of prescribing, dispensing, storing, supplying and administering scheduled medicinal products. (This includes controlled, prescription-only and over-the-counter medications). Relevant statutes and legislation relating to medication management.
- Each nurse/midwife is expected to develop and maintain competence with regard to all aspects of medication management, ensuring that her/his knowledge, skills and clinical practice are up to date. The activities of medication management require that the nurse/midwife is accountable to the patient/service-user, the public, the regulatory body, her/his employer and any relevant supervisory authority. This relates to both actions and omissions.
- The nurse/midwife has a responsibility to ensure her/his continued professional development, which is necessary for the maintenance of competence, particularly with regard to medicinal products.
- Acknowledgment of any limitations in competence, refusing in such cases, and accepting delegated or assigned functions.
- She/he should seek support and assistance from Cheshire Ireland/professional bodies for continued professional development, to maintain competence in medication management.
- **Medication Responsibilities:** As well as compliance to medication management, nurses should have knowledge of the therapeutic objective of the drug, and responsibility for:
 - ❑ Checking all prescription scripts that are sent to each individual centre, as well as checking against the main prescription sheet from the GP.
 - ❑ Judgment as to whether prescription is unclear, incomplete, inappropriate or difficult to read. The nurse should **NOT PROCEED** in this case, but should seek verification and amendment from G.P.
 - ❑ Adherence to the Guidance to Nurses and Midwives on Medication Management (An Bord Altranais, 2007).

- ❑ Nurses/key workers need to demonstrate the ability to instruct the service user who takes responsibility for their own medication in purpose, which entails the ability to list their current medications.
- ❑ The expected mechanism of action of the medicinal product, potential side effects, signs and symptoms of potential adverse effects and actions to take if they occur.
- ❑ Awareness and observation for medication allergies
- ❑ Possible interactions of the medicinal product with other medications, particular foods or other substances.
- ❑ Precautions or instructions to follow, including time, route, a method of administration and storage of medicinal products.
- ❑ Recommendations for follow-up and reporting of potential side effects or Health Medication adverse reactions. It is important to report these to the Irish Medicines Board to track reactions to new products or new reactions to vaccines etc. Serious suspected reactions to established products (i.e., those available on the market for > 2 years). Any suspected increase in minor reactions.
- ❑ Education should be provided to the service user and/or carer in relation to the use of medicinal products. It should be explained to the person in a way that is accessible and understandable.

- ❑ If a nurse is providing complementary therapies, the service user consent and care plan should be documented in the Best Possible Health Medication Administration Record. This information should also be communicated to the members of the health care team involved in the patient/service user's care.

5.4 Care/Support Staff

Medication Management:

- Care staff who have received training, certification and refreshers as necessary may manage medication and must adhere to Cheshire Ireland standard procedures and guidelines.
 - ❑ Care staff are responsible for their own practice with regard to medication management and for adhering to the Policy on Medication Management.
 - ❑ Where care staff have concerns regarding this document they should discuss those concerns with their line manager.

Medication Training Programme for Administration of Oral and Topical Medication:

- All care staff involved in the administration of different types of medication must undergo a programme of training before being expected to safely administer medication. This training must entail:

- 1) Theory:** Minimum duration of one day of theory and the theoretical aspect of the training programme will contain the following:
- ❑ Person-centred values and attitudes in line with the Cheshire Ireland ethos.
 - ❑ The 7 Rights of administration of medication (An Bord Altranais, 2003).
 - ❑ Knowledge of medications presently being used in the area.
 - ❑ Understanding of the Medication Prescription Form and Drug Recording Chart, including abbreviations and terms used.
 - ❑ Reporting and recording.
 - ❑ Judgment as to whether prescription is unclear, incomplete, inappropriate or difficult to read. The nurse should **NOT PROCEED** in this case, but should seek verification and amendment from G.P.
 - ❑ Errors of administration.
 - ❑ Refusing of medication and disposing of non-administered medication.
 - ❑ Use of “*over the counter medications.*”
 - ❑ Ability to seek information regarding new medication.
 - ❑ Understanding the Medication Management Policy – organisational and local.
 - ❑ Basic understanding of the Misuse of Drugs Act 1988.
 - ❑ Safe use of PRN medication.
 - ❑ Action required regarding allergies and side-effects.

2) Knowledge assessment of Safe Administration the following day supervised in the workplace.

3) Clinical Assessment: Have a minimum of three Clinical Assessments to confirm the trainees’ ability to administer medication in a safe and person centred manner. The clinical assessments will occur in the care worker’s place of work and will be carried out by a registered nurse and with the permission of the service user. If either the assessor, or care worker believe there to be a need for further clinical assessment, then this must be facilitated. All drugs training and assessments must be recorded and counter signed by the trainer and trainee.

• **Medication Responsibilities:**

As well as compliance to medication management procedures, care/support staff should have knowledge of the therapeutic objective of the drug including:

- ❑ Where the labeling is unclear, incomplete, or difficult to read the member of staff should **Not Administer** but should seek verification and amendment from G.P or pharmacy staff.
- ❑ If concerns arise, care staff should report immediately to their line manager and/or to the prescribing doctor, and if necessary to the pharmacist.
- ❑ Nurses/key workers need to demonstrate the ability to instruct the service user who takes responsibility for own medication in purpose, which entails the ability to list their current medications, the reason for taking it, how much of the medication do they take and side effects, and record this in the service user's Best Possible Health Medication Management Plan.

Note: Policy for Responsibilities for Medication management for care staff also encompasses relief/casual staff.

5.5 Volunteers

Volunteers will not administer medication on site at Cheshire centres/services.

5.6 Personal Assistants

Cheshire Ireland acknowledges that personal assistants employed by Cheshire service users or by other organisations may work within Cheshire Ireland centres/services. Personal Assistants will be familiar with the Cheshire Ireland policy and standard procedures on Medication Management.

6.0 References

An Bord Altranais (2003) *Guidance to Nurses and Midwives on Medication Management.* www.anbordaltranais.ie

An Bord Altranais (2007) *Guidance to Nurses and Midwives on Medication Management.* www.anbordaltranais.ie

Cheshire Ireland National Consumer Committee (2004). Charter of Rights. www.cheshire.ie

Council of European Communities (2001) *Council Directive 2001/83/EC on the Community Code Relating to Medicinal Products for Human Use.* Brussels, Council of European Communities.

National Quality Standards for Residential Care Settings for Older People in Ireland 2010. Health Information and Quality Authority.

7.0 Accompanying Standard Procedures and Guidelines to this Policy:

- CLSP 02:** Standard procedure for the management of prescriptions.
- CLG 03:** Guidelines for delivery/collection and storage of prescribed medication.
- CLG 04:** Guidelines for self-administration of medications for Cheshire service users.
- CLSP 05:** Standard procedure for administration of medication from a medication system.
- CLSP 06:** Standard procedure for administration of prescribed medication (where medication system is not in use).
- CLSP 07:** Standard procedure for non-administration of medication and managing refusal of medication.
- CLSP 08:** Standard procedure for reporting and recording medication errors/adverse events and adverse drug reactions.
- CLSP 09:** Standard procedure for the management of medication off the site of the Cheshire Ireland service/centre
- CLSP 10:** Standard procedure for safe disposal of spilled / dropped / out of date medication.
- CLG 11:** Guidelines for management of medication with service users attending Cheshire services/centres on respite.

8.0 Appendices

Appendix 2

Useful contact addresses:

Bord Altranais

18/20 Carysfort Avenue, Blackrock, Co. Dublin
Tel: 01 - 639 8500
www.nursingboard.ie

Irish Medicines Board

The Earlsfort Centre, Earlsfort Terrace, Dublin 2
Tel: 01 - 676 4971
www.imb.ie

The Pharmaceutical Society of Ireland

18 Shrewsbury Road, Dublin 4
Tel: 01 - 283 7294
www.pharmaceuticalsociety.ie

National Medicines Information Centre

St. James's Hospital, James's Street, Dublin 8

Tel: 01 - 410 3000

www.stjames.ie/clinicalservices/nationalmedicinesinformationcentre

National Poisons Information Centre

Beaumont Hospital, Dublin 9

Tel: 01 - 809 3000

www.beaumont.ie/public/npic

Department of Health and Children

Hawkins House, Dublin 2

Tel: 01 - 635 4000

www.dohc.ie