

<p>] Status: Standard Procedure:</p>	<p>Policy No: CLSP 07 Version No: 0 Date Approved: 01/03/11 Review Date: 01/03/13</p>
<p>Title: Standard Procedure for Non-Administration of Medication and Managing Refusal of Medication.</p>	
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<p>Approved by: National Risk Management Committee Joe Wolfe & Associates</p>	
<p>Cross Reference: CLSP 05; CLSP 06, BPH02</p>	

1.0 Purpose

The purpose of this procedure is to define the steps to be taken by staff should medication need to be withheld and to define the steps to be taken by staff should Cheshire Ireland service users or their carers refuse medication.

2.0 Scope

All Cheshire Ireland services where medicinal products are administered to non-self-medicating Cheshire service users.

3.0 Responsibility

- It is the responsibility of all staff who administers medication to follow this standard procedure.
- It is the responsibility of all service managers to ensure staff are familiar with the standard procedure and to monitor compliance

4.0 Definitions

Non-administration of Medication: A staff member may make a decision not to administer a service user's medication in a particular circumstance. This may occur if for example the service user seems particularly drowsy, intoxication, if there is suspicion of an adverse event or if there is suspicion of an overdose (note: this is not a definitive list).

5.0 Procedure

Non-administration of Medication:

- When a decision is made not to administer medication at a given time, the staff member must immediately consult with the service user's G.P. and follow advice given.
- Where the doctor is not contactable the local Accident and Emergency Department should be contacted.
- Accurate records should be made in the service user's personal record of the withholding of medication and should include:
 - Reasons for withholding medication
 - Any action taken
 - Any advice given.

Service Users Refusal:

In the event where a service user refuses to take prescribed medication:

- The staff member will initially engage with the service user in a respectful manner to attempt to identify the reason for refusal and resolve it. Staff will acknowledge the right of the service user to personal choice and to be listened to and have wishes and opinions considered fairly (Cheshire Ireland National Consumer Committee, 2004).
- If the issue cannot be resolved, the refusal will be documented in the service user's Best Possible Health Medication Administration Record and in the drug recording record with the service user's knowledge.
- Documentation will detail the reason for refusal as detailed by the service user, all actions taken by the staff member, the personnel contacted and the advice given.
- If medication is refused after removal from the blister pack, it will be returned to the relevant pharmacy and a record made to reflect this in the personal record of the service user.
- If refusal of medication persists, staff will engage with the service user and arrangements will be made for the service user to consult with the GP to review the treatment plan.
- If the service user refuses to take medication that is essential (e.g. anti-epileptic medication), the staff member will inform their GP and follow the advice of the GP.

Carer Refusal:

In the event where a carer refuses to administer or allow administration of a medical preparation:

- The staff member will initially engage with the carer of the service user to attempt to identify the reason for refusal and resolve it.
- If the issue cannot be resolved, a clear and accurate record will be made in the Medication Administration Record and the service user's personal record.
- Documentation will detail the reason for refusal as detailed by the carer, all actions taken by the staff member, the personnel contacted and the advice given.
- The service user's GP will be informed and his/her instructions followed.
- Staff will also make a written report for their line manager, informing them of the situation.

6.0 References

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

7.0 Appendices