



Medication Administration in Care and Education Settings Policy

**Shetland Islands Council and NHS
Shetland**

Version 3

April 2022

For review April 2025

NHS SHETLAND DOCUMENT DEVELOPMENT COVERSHEET*

Name of document	Medication Administration in Care and Education Settings Policy – Shetland Islands Council and NHS Shetland		
Registration Reference Number	<i>CS POL 016</i>	New	Review
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Proposed groups to present document to:	
Joint Governance Group	
Joint Health and Safety Forum	
Area Drug and Therapeutic Committee	
Employees Joint Consultative Committee	

DATE	VERSION	GROUP	REASON	OUTCOME
13/05/2016	2	Operational Group for Health & Social Care partnership	C/S	MR
29/06/2016	2	Joint Governance Group	C/S	MR
23/08/2016	2	Clinical Care & Professional Governance Committee	Final approval	Approved
	3	Joint Governance Group	PI	PRO
8/08/2022	3	Joint Health and Safety Meeting	C/S	AC&R
	3	Area Drug and Therapeutic Committee	PI	PRO
24/02/23	3.1	Children's services updates	PI	PRO
	3.1	Joint Governance Group	PI	
	3.1	Employees Joint Consultative Committee		

Examples of reasons for presenting to the group	Examples of outcomes following meeting
<ul style="list-style-type: none"> Professional input required re: content (PI) 	<ul style="list-style-type: none"> Significant changes to content required – refer to Executive Lead for guidance (SC)
<ul style="list-style-type: none"> Professional opinion on content (PO) 	<ul style="list-style-type: none"> To amend content & re-submit to group (AC&R)
<ul style="list-style-type: none"> General comments/suggestions (C/S) 	<ul style="list-style-type: none"> For minor revisions (e.g. format/layout) – no need to re-submit to group (MR)
<ul style="list-style-type: none"> For information only (FIO) 	<ul style="list-style-type: none"> Recommend proceeding to next stage (PRO)
<ul style="list-style-type: none"> For proofing/formatting (PF) 	<ul style="list-style-type: none"> For upload to Intranet (INT)

Please record details of any changes made to the document in the table below

DATE	CHANGES MADE TO DOCUMENT
April 2016	<p>This policy is a minor revision of the current policy. The revision includes:</p> <ul style="list-style-type: none"> • an updated list of definitions applicable with the area of medicines administration and staff roles • new legislation added in • a greater emphasis on the support role in medicines administration in the community, including medication compliance aids • updated staff training and audit section
May 2016	Formatting improved
June 2016	Slight changes to the title and wording within the document following comments from members of the Joint Governance Group
July 2016	Changed the title again from 'Medication Administration Policy – Health & Social Care Partnership' to the new integrated terminology
August 2016	Tabled and approved at the Clinical Care and Professional Governance Committee meeting
February 2022	This policy is a major revision of the current policy to reflect the develop of partnership working and evolving responsibilities across the health and care sector

Contents

1. Introduction.....	6
2. Scope	6
3. Policy Statement on Medicines	6
4. Policy Objectives.....	6
5. Principles of Good Practice.....	7
6. Relevant Legislation and Guidelines	8
7. Implementation and Audit	9
8. Roles and responsibilities	9
9. Policy Review	11

1. Introduction

This policy and the associated procedures contain information for managers, staff, carers and service users about the safe handling of medicines in Health and Social Care and Children's Services including schools and Early Learning & Childcare settings.

The overall aim of the policy is to establish standards of work which protect the safety and wellbeing of adults and children using our services, and provide safeguards for staff.

2. Scope

The policy applies to all managers and staff of Shetland Islands Council who are involved with the handling of medications within care or education settings and people's own homes. It does not apply to administration of medicine by NHS staff which is covered by a separate policy. Some services will have a greater involvement with medications than others. In any situation where staff are responsible for looking after and giving medicines to other people, it is important to follow a set of principles to ensure this is done safely.

3. Policy Statement

Shetland Islands Council and NHS Shetland are committed to providing services in which people's rights and independence are promoted and where people's health and welfare needs are met in a safe, dignified and confidential manner. The services are committed to providing safe and healthy working practices for all employees.

The services across Shetland Islands Council and NHS Shetland undertake to work in close partnership to ensure a safe and reliable service is offered to people using our services, and staff are supported.

The services adhere fully to the principles and standards contained within the National Care Standards (where applicable). The standards that are particularly applicable in relation to medicines and their administration are:

- I experience high quality care and support that is right for me.
- I am fully involved in all decisions about my care and support.
- I have confidence in the people who support and care for me.
- I have confidence in the organisation providing my care and support.

4. Policy Objectives

- To define the principles of good practice, which are to be applied to the handling and administration of all medicines
- To provide clear guidance and procedures to managers and staff on the management of medicines
- To ensure safe working practices in the ordering, storing, administration, recording and disposal of all medicine in the provisions of the procedures attached to this document
- To promote consistency of practice across services ensuring the safety and

protection of people using our services, managers and staff, through the writing and implementation of a set of procedures associated with this policy.

- To ensure clarity around assessment and responsibility for provision of medicines support.
- To identify training needs and establish provision of training around medicines and their administration
- To establish an audit framework which provides assurance in relation to handling and administration of medicines

5. Principles of good practice

- Every service user has a right to manage and administer their medication. A needs assessment may be required to establish whether it is safe for this to take place. The individual, parents, power of attorney, appropriate healthcare professionals and pharmacy staff may need to be involved.
- Managers of services are responsible for provision of safe systems for the storage, administration and recording of individual's medicines as described in the procedures associated with this policy.
- Each staff member who handles, administers or assists with medicines must follow the Procedures associated with this policy.
- Administering medicines or assisting individual's with their own medicines should be carried out in a manner which promotes the individual's independence and respects their rights, dignity, privacy, cultural and religious beliefs
- Work practices should be regularly audited to ensure that safe standards in the management and administration of medicines are maintained within services
- All medication incidents must be reported using the approved system and managers must complete and record the associated investigation. Regular feedback to each service around analysis of incidents and outcomes will provide organisational learning and help to improve practice
- Medicines are prescribed for a named individual and remain their property so must not be administered to anyone else.
- Services should seek advice about medicines from people with specialist experience, including the prescriber, a pharmacist or a nurse when it is needed. NHS 24 can also provide advice in the out of hours' periods.
- The effect of medicines are monitored and evaluated for the safety and effectiveness by the GP and the pharmacy service. Staff can provide valuable insights in relation to signs and symptom control with the agreement of the individual or their representative.
- Training is provided for all staff involved in the ordering, storage, administration and disposal of medicines. This should involve a knowledge base plus practical instruction and workplace based assessment. Training should be completed before staff are allowed to administer medicines without supervision.

6. Relevant Legislation and Guidelines

The supply, storage and administration of drugs is regulated and guided by the following:

Legislation

- Medicines Act 1968

- Misuse of Drugs Act 1971
- Health and Safety at Work etc Act 1974
- Adults with Incapacity (Scotland) Act 2000
- Regulation of Care (Scotland) Act 2001
- Mental Health (Care and Treatment) (Scotland) Act 2003
- Education (Additional Support for Learning) (Scotland) Act 2004
- Controlled Drugs (Supervision of Management and use) Regulations 2013
- Health Act 2006
- Protection of Vulnerable Groups (Scotland) Act 2007
- Adult Support and Protection (Scotland) Act 2007
- The Human Medicines Regulations 2012
- Children and Young People (Scotland) Act 2014

Guidance

- Controlled Drugs in Care Homes- Care Quality Commission
<https://www.cqc.org.uk/guidance-providers/adult-social-care/controlled-drugs-care-homes>
- Improving Pharmaceutical Care in Care Homes– RPSGB March 2012
<https://www.rpharms.com/Portals/0/RPS%20document%20library/Open%20access/Policy%20statements/pharmacists-improving-care-in-care-homes-scot.pdf?ver=2016-10-12-142628-000>
- Scottish Social Services Council Codes of Practice <https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/>
- Mental Welfare Commission for Scotland, Covert Medication Legal and Practical Guidance 2013 https://www.mwscot.org.uk/sites/default/files/2019-06/covert_medication.pdf
- Supporting children and young people with healthcare needs in school: guidance 2017 <https://www.gov.scot/publications/supporting-children-young-people-healthcare-needs-schools/>
- Health and Social Care Standards 2017 <https://www.gov.scot/publications/health-social-care-standards-support-life/documents/>
- Safe and secure handling of Medicines, Royal Pharmaceutical Society 2018
<https://www.rpharms.com/recognition/setting-professional-standards/safe-and-secure-handling-of-medicines>
- [NICE guidance 67](#): Managing medicines for adults receiving social care in the community
- [NICE guidance 21](#): Home care: delivering personal care and practical support to older people living in their own homes
- [NICE quality standard 171](#): Medicines management for people receiving social care in the community

7. Implementation and audit

It is recognised that good medicine administration is dependent on close working between prescribers, pharmacists and those that administer medication. This policy will be

reviewed and monitored by internal and external management audits, the nature of which will be agreed by SIC and NHS staff. Data on incidents will be shared and appropriate solutions implemented.

8. Roles and Responsibilities

General Management Responsibilities:

All managers of staff who handle and administer medication are responsible for:

- ensuring that the principles for good practice above, are adhered to by staff
- ensuring that medicine administration procedures are followed
- ensuring only appropriately trained and competent staff are allocated to the handling and administration of medicine
- providing their staff with all available and pertinent information about the service user and service expected to be provided
- ensuring accurate and up to date records relevant to medicines are maintained
- ensuring systems for audit and monitoring of the medicines management system are in place.
- Liaising appropriately with health service pharmacy colleagues

Specific responsibilities:

Role	Responsibility
Social Care Worker, Learning Support Worker (or most appropriate person for schools/ELC settings)	<ul style="list-style-type: none"> • Routine accurate administration and recording of medicines
Senior Social Care Worker, Supervisor (or equivalent)	<ul style="list-style-type: none"> • Administration and recording of medicines and lead role in ordering, audit, administration and arranging of disposal. • Will undertake competency assessments as part of training role. • Investigation of low level errors.
Team Leader/ Assistant Team Leader, Depute/Head Teacher	<ul style="list-style-type: none"> • Ensuring adherence to policy and procedures. Team Leader takes responsibility for Audit, investigations for serious incidents, Quality Assurance.
Senior Team Leader, Education Support Officer, Quality Improvement Officer	<ul style="list-style-type: none"> • Supporting audit and quality assurance processes
Executive Manager	<ul style="list-style-type: none"> • Responsibility for ensuring issues affecting multi agency/ interagency teams are addressed, including those where there may be a Duty of Candour • Ensuring that Learning is shared with relevant others
Director of Pharmacy:	<ul style="list-style-type: none"> • Provides expert advice on pharmacy matters including prescribing; • Responsible for working in partnership with

	<p>providers to assure the implementation and update of relevant policies and procedures for safe and secure handling and use of medicines including prescribing, storage, dispensing, administration and disposal of medicines within NHS Shetland and the Health and Social Care Partnership.</p>
Clinical Pharmacist (Health Board Primary Care Team)	<ul style="list-style-type: none"> • Provision of expert advice on pharmacy matters particularly relating to the prescribing, administration, adverse effects and monitoring of the effect of medicines
Community Pharmacist	<ul style="list-style-type: none"> • Dispensing of medicines for use by the public from Community Pharmacies • Provision of advice on medicines to the public • Provision of consultation, advice and treatment for common clinical conditions to the public
Pharmacy Technician	<ul style="list-style-type: none"> • Provision of expert advice on pharmacy matters including prescribing, storage, administration and disposal of medicines; • Assessment of medicines management capability of service users where required
Director of Community Health and Social Care/ Director of Children's Services	<ul style="list-style-type: none"> • Provides assurance to relevant committees that Medication Administration Policy is being adhered to in the settings they are responsible for.
Chief Social Work Officer	<ul style="list-style-type: none"> • Receives assurance that Medication Administration Policy is being adhered to in the settings the CSWO is accountable for.
SIC Health and Safety Advisor	<ul style="list-style-type: none"> • Advises and support managers to manage Health and Safety within their areas of responsibility and also to monitor and audit it. • Accountable for supporting managers to ensure that Health and Safety legislation is embedded and that staff are supported to undertake their responsibilities in line with this.
CH&SC Partnership Health and Safety Meeting	<ul style="list-style-type: none"> • To discuss and action any unresolved health and safety issue including existing or proposed working methods, accidents and incidents, new or proposed policies and legislation and results of audits.
Area Drug and Therapeutics Committee	<ul style="list-style-type: none"> • To advise and support the strategic direction of all aspects of medicines governance and usage in all care settings ensuring inclusion within wider strategic planning carried out by the NHS Board. • To ensure multi-stakeholder engagement and joint working on all medicine related issues within all care settings, including social care settings. • To develop and monitor Shetland-wide

	<p>prescribing policies and treatment guidelines to optimise safe and cost effective use of medicines.</p> <ul style="list-style-type: none">• To advise, monitor and co-ordinate the development and approval of policies and procedures relating to prescribing, administration and the safe and secure handling of medicines and support NHS Shetland in meeting its statutory responsibilities in relation to medicines and prescribing
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9. Policy review

Staff from Shetland Islands Council and NHS Shetland undertake to review this policy every 3 years or in response to changes in relevant legislation.