

Merton Mencap

Administration of Medication & First Aid

Policy & Procedure

Last reviewed: September 2024

Next review: September 2025

Administration of Medication & First Aid

Policy and Procedure

Purpose

This policy and procedure

- ✓ ensures clear arrangements for obtaining, recording, storing, handling, administering and disposing of medication
- ✓ ensures first aid support at our services and activities.

Scope

This policy and procedure covers the prompting, assisting and administration of oral and non-oral medication to children, young people and adults with a learning disability and/or autism.

Reference to 'staff' includes employees, bank workers and volunteers.

Reference to 'service users' includes children, young people and adults with a learning disability and/or autism.

Related policies & procedures

Reference should be made to the charity's related Policies and Procedures - Merton Mencap including

- Care Planning & Delivery P&P
- Safeguarding Children & Young People P&P
- Safeguarding Adults P&P
- Confidentiality P&P
- Training P&P

And related statutory policies:

- Misuse of Drugs (Safe Storage) Regulations 1973
- Mental Capacity Act 2005

1. Administration of medication

Policy

Care planning

The relevant manager (eg Service Manager) is responsible obtaining details of service users' medical needs during the care planning process, if any exist.

The relevant manager will assess whether the charity is able to assist service users who have medical needs. If the manager resolves that assistance can be provided, the manager is responsible for obtaining and recording full details in the service user's care plan, eg prescribed medication, storage and administration instructions.

Merton Mencap is committed to being inclusive but we reserve the right to decline a service user from participating in a service or activity if we feel we are unable to offer support with their medical needs which they require from us. In such instances, we will communicate this to the service user and/or their parent or carer, and explore alternative support options which could enable the service user to participate, eg accompanied by someone able to support their medical needs.

Consent

Merton Mencap will obtain the written consent of the parent or carer to administer medication to any service user.

Training

Only Merton Mencap staff who have received training in 'Administering Medication' and 'Infection Control' and whose job description refers to administering medication are permitted to manage care planning and/or administer medication.

Administration

Two staff are always required to administer medication, ie both staff responsible for checking medication is administered in a safe and correct way to the appropriate service user.

Merton Mencap staff are not permitted to give medication to anyone other than the service user for whom it was prescribed.

If a service user over the age of 18 and wishes to administer and/or store their own medication, we will conduct a risk assessment to ensure the safety of the service user, other service users, staff and the public.

Medication

Merton Mencap will only administer medication prescribed by a GP or other registered prescriber which is received in its original container, fully labelled with the service user's name and address, the name of the medicine and date of prescription, and the dosage and time(s) to be administered.

Merton Mencap will not administer 'over the counter' medication without a prescription, even with the consent of parent or carer.

Recording

Merton Mencap will record written consent from the parent/carers, medication transference, and staff administration of medication on the charity's Medication Administration Form (MAR) which is retained in the relevant service user's care plan record.

Any incidents relating to the administration of medication will be managed promptly and recorded.

Procedure

Capacity & consent: Adult service users (aged 18+)

Care planning decisions and practice for prompting, assisting and administering medication is linked to mental capacity and consent.

The Mental Capacity Act (2005) states that the assessment of capacity should be decision specific. This means the assessment of capacity must be about a particular decision that has to be made at a particular time, not about a range of decisions.

Merton Mencap will obtain information about whether adult service users have the mental capacity to make decisions about their medication (eg in consultation with their parent or carer) which will be recorded on their care plan.

The nature of support provided to adult service users by staff will be either **prompting**, **assisting** or **administering** medication, defined below:

Prompting

To prompt means to remind a service user who has mental capacity to make their own decision to take their medication, eg to remind them to take their medication at a particular time or with food. The prompt may include passing the service user their medication or asking them whether they have taken it.

When the nature of support required by Merton Mencap has been established as prompting, the service user is responsible for deciding whether or not to take their medication.

Assisting

To assist means to physically help a service user who has mental capacity to do what they require to take their medication, eg open a medication container, remove tablets from a blister pack.

When the nature of support required by Merton Mencap has been established as assisting, the service user is responsible for the safe management of their medication and deciding whether or not to take their medication.

Administering

To administer means to select, measure and give medication to a service user who does not have mental capacity to manage their own medication.

Administering medication will only be agreed after it has been determined that the service user does **not** have full capacity to make their own decisions to take their medication.

When the nature of support required by Merton Mencap has been established as administering, Merton Mencap is responsible for the safe administration of the service user's medication.

Merton Mencap staff have a key role in monitoring any apparent changes in capacity including

- ✓ a service user who previously had capacity to manage their own medication but now appears to lack the capacity to do so
- ✓ a service user who lacks capacity to manage their own medication and has previously complied with taking medication when it has been administered but now refuses to do so.

Capacity & consent - children and young people (aged under 18)

In all cases, we will obtain the consent of the service users' parent or carer and our staff will administer medication, ie Merton Mencap has responsibility for administering medication.

Process

The relevant manager will obtain details of service users' medical needs during the care planning process. If these medical needs can be met by the charity, the relevant manager will add details to the service user's care plan, prepare the Medication Administration Record form (MAR) and advise staff responsible for managing the service user's care when they attend our services or activities, eg Team Leader.

When the service user attends, the staff member responsible on the day (eg Team Leader) must:

- use the relevant MAR form to record signatures reflecting the transfer of medication between parent/carers and Merton Mencap, plus written parent/carers consent for our administering of medication; unused medication including empty containers must always be returned to the parent/carers, shown on the MAR form

- check the medication received is in its original container, fully labelled with the service user's name and address, the name of the medicine and date of prescription, and the dosage and time(s) to be administered and expiry date, and contact a manager for any variances or problems
- store medication securely and in line with any requirements (eg temperature controlled)
- ensure medication is administered as prescribed by two appropriately trained staff and that this action is recoded on the MAR form (eg tablets, prescribed creams)
- ensure MAR records are stored securely, eg as per risk assessment instruction, and advise the relevant manager when forms are complete so they can be returned to the Merton Mencap office.

Hygiene and infection control

Merton Mencap staff administering medication to service users must observe the highest standards of hygiene when doing so. This will include ensuring a suitable and clean place to administer the medication and hand-washing.

On-site and off-site activities

In the case of on-site activities, the person responsible on the day (eg Team Leader) will ensure medication is stored in a secure container placed in a safe space, ie away from reach of service users. If the space is locked, the person responsible for the activity must ensure all staff know how to open the space quickly, in an emergency.

Prior to the service user's involvement in an activity, Merton Mencap will establish whether any medicines require special storage facilities, such as refrigeration. In the case of medication requiring refrigeration, the relevant manager will ensure medication is stored in a secure container in a fridge designated for the purpose, or if local arrangements allow, a secure container in a general refrigerator. Whatever the case, medicines will be stored in accordance with the pharmacist's instructions.

In the case of off-site activities, the person responsible on the day will ensure that any medication is placed in a secure bag for this purpose, which is then stored securely in their main activity bag, and they are responsible for the security of the medication at all times.

Containers

Merton Mencap will keep medication in its original container used when prescribed.

In exceptional circumstances, we may transfer medication into another container, eg if the original container is broken or contaminated. In such instances, staff will label the new container with the service user's name and address, the name of the medication and date of prescription, dosage and time to be administered and expiry date, and will advise the parent/responsible carer straight away so a replacement can be provided as soon as possible.

Single staff support services

In instances where a service user requires assistance with medication when accessing a service provided by a single staff member (eg travel training, personal assistance), the relevant manager will conduct a risk assessment showing how medication will be administered by one member of staff (providing it is possible for a single member of staff to carry out the task), with the written consent of the service user (with capacity) or their parent or carer.

Records

The relevant manager is responsible for obtaining completed MAR forms, scanning them and saving them securely in service users' care plan, in line with our record retention timings.

Staff medication

Merton Mencap staff who need to bring their medication to work are required to disclose this to the person relevant manager who is responsible for conducting a risk assessment to ensure that staff medication is inaccessible to others including service users.

Incidents

In cases where a service user fails to take a prescribed medicine, or has an overdose, or has any adverse reaction to any medicine, or in any case of a problem involving medication, the staff member responsible on the day must contact the relevant manager for appropriate action, eg service user's GP and the parent or responsible carer contacted immediately. Missed doses will be recorded on the MAR form and parent informed.

In an emergency, we will call 999 for and follow the procedure for contacting emergency services.

Any incidents of this nature will be recorded on an incident form and will be investigated by the relevant Service Manager.

2. First aid

Merton Mencap will ensure that two members of staff present are trained in administering first aid.

In exceptional cases where a project or activity is delivered by a single member of staff (for example, travel training) Merton Mencap will ensure that the member of staff is trained in administering first aid and that a risk assessment is completed to manage instances where that member of staff becomes unwell and requires first aid themselves or is unable to administer first aid.

Merton Mencap will ensure that, for its services for parents and carers, at least one member of staff is trained in administering first aid.