



# Shetland Islands Council

<b>Meeting(s):</b>	Employees Joint Consultative Committee Education and Families Committee Policy and Resources Committee Shetland Islands Council Shetland NHS Board	18 May 2023 22 May 2023 5 June 2023 14 June 2023 19 September 2023
<b>Report Title:</b>	Medication Administration in Care and Education Settings - Draft Policy	
<b>Reference Number:</b>	NHS Board Paper 2023/24/34	
<b>Author / Job Title:</b>	Jo Robinson, Depute Director Community Health and Social Care	

## 1.0 Decisions / Action required:

- 1.1 That the Employees Joint Consultative Committee (EJCC) consider and support the Medication Administration in Care and Education Settings Policy, attached as Appendix 1.
- 1.2 That the Education and Families Committee and Policy and Resources Committee RECOMMENDS that the Council APPROVE the Medication Administration in Care and Education Settings Policy.

## 2.0 High Level Summary:

- 2.1 The Council and NHS Shetland services involved in Medication Administration adhere fully to the principles and standards contained within the National Care Standards (where applicable).
- 2.2. In exploring the incidence and nature of medication administration incidents in Community Care settings, it became evident that that there was a need for greater clarity around the roles and responsibilities of staff groups engaged in the process of medication administration. The draft Policy was developed in order to meet this need.
- 2.3 The draft Policy has been developed in partnership to ensure it meets the needs of the Council and NHS Shetland in discharging their responsibilities with regard to Medication Administration.
- 2.4 A new package of Administration of Medication training is now being implemented across services within Community Health and Social Care with Childrens Services to follow.

## 3.0 Corporate Priorities and Joint Working:

- 3.1 Shetland Islands Council corporate Plan "Our Ambition 2021 – 2026" states:
  - Working together with NHS Shetland, we will deliver the outcomes in the Integration Joint Board's Strategic Plan.

- Community care services will continue to support people to be independent and able to live at home in the community.
- We will deliver services to children and young people with additional support needs and to adults with learning disability and autism that meet eligible need and reduces inequality.
- This Policy and associated procedures and training also contribute to Our Ambition, section 3.2 states that “we will develop a modern and efficient and flexible workforce with the right values, behaviours and skills through delivering the actions in our Workforce Strategy”.

#### **4.0 Key Issues:**

- 4.1 Shetland Islands Council and NHS Shetland are committed to providing services in which people’s rights and independence are promoted and where service users’ 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.
- 4.2 All the services involved in Medication Administration 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.
- 4.3 The area of Medication Administration is complex and is governed by a range of legislation and guidance. There is a need for services across the Council and NHS to work in close partnership in order to ensure they operate in line with relevant legislation and guidance and that a safe and reliable service is offered to service users with care and children’s services staff provided with appropriate support.
- 4.4 Medication administration incidents that occur in settings where Community Care and Children’s Services staff are working, are recorded via the Council’s Health and Safety System ASSURE and collated and reviewed by Council Health and Safety Staff. In exploring issues around medication administration incidents, it became evident that there was a need for greater clarity around the roles and responsibilities of various staff groups engaged in the process of medication administration.
- 4.5 The new policy was therefore revised to ensure it met the following 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 to managers and staff on the management of medicines
  - To ensure safe working practices in the ordering, storing, administration and disposal of all medicine in the provisions of procedures that will be associated with this document.
  - To promote consistency of practice across services ensuring the safety and protection of service users, managers and staff, through the writing and implementation of a set of procedures associated with this policy..

	<ul style="list-style-type: none"> <li>• To ensure clarity around assessment and responsibility for provision of medicines support.</li> <li>• To identify training needs and establish provision of training around medicines and their administration</li> <li>• To establish an audit framework which provides assurance in relation to handling and administration of medicines</li> </ul> <p>4.6 The draft policy has been widely consulted on and has been approved by the Joint Health and Safety Forum, the Area Drug and Therapeutics Committee, the Joint Governance Group and was recommended for approval by the IJB on 18 May 2023.</p> <p>4.7 A set of operational procedures have been developed and agreed by Community Care staff, NHS Shetland Pharmacy staff and Council Health and Safety personnel which support the safe and effective practice of Medication Administration. These procedures complement the Council’s Medication Administration training. Children’s Services plan to update their Medication Administration procedures as required.</p>
<b>5.0 Exempt and/or confidential information:</b>	
5.1	None
<b>6.0 Implications:</b>	
<b>6.1 Service Users, Patients and Communities:</b>	The purpose of the policy is to ensure that medicines administered by staff in care or education settings are done in line with best practice. It will ensure that lessons are learnt from incidents and measures put in place to reduce the likelihood of medication incidents, thereby reducing potential harm in service users.
<b>6.2 Human Resources and Organisational Development:</b>	<p>The policy aims to support the workforce by ensuring that appropriate governance is in place surrounding the administration of medicines.</p> <p>The Community Health and Social Care and Children’s Directorates have worked closely with colleagues in the Council’s Workforce Development and Health and Safety services to ensure Medication Administration training and procedures have been sourced appropriately. The training is being implemented across Community health and Social Care and a plan is being developed to extend this to Children’s Services.</p>
<b>6.3 Equality, Diversity and Human Rights:</b>	<p>The Policy has been drafted in line with the National Care Standards specifically:</p> <ul style="list-style-type: none"> <li>• I experience high quality care and support that is right for me.</li> <li>• I am fully involved in all decisions about my care and support.</li> <li>• I have confidence in the people who support and care for me.</li> <li>• I have confidence in the organisation providing my care and support.</li> </ul>

	The aim of the policy is to ensure that equality, diversity and human rights are supported. There are no noted negative impacts of this policy.
<b>6.4 Legal:</b>	<p>The draft policy has been developed in line with the following legislation:</p> <ul style="list-style-type: none"> <li>• Medicines Act 1968</li> <li>• Misuse of Drugs Act 1971</li> <li>• Health and Safety at Work etc. Act 1974</li> <li>• Adults with Incapacity (Scotland) Act 2000</li> <li>• Regulation of Care (Scotland) Act 2001</li> <li>• Mental Health (Care and Treatment) (Scotland) Act 2003</li> <li>• Controlled Drugs (Supervision of Management and use) Regulations 2013</li> <li>• Health Act 2006</li> <li>• Protection of Vulnerable Groups (Scotland) Act 2007</li> <li>• Adult Support and Protection (Scotland) Act 2007</li> <li>• The Human Medicines Regulations 2012</li> <li>• Children and Young People (Scotland) Act 2014</li> </ul>
<b>6.5 Finance:</b>	There are no direct financial implications arising from this report.
<b>6.6 Assets and Property:</b>	There are no direct implications for Assets and Property arising from this report.
<b>6.7 ICT and new technologies:</b>	There are no direct implications for ICT and new technologies arising from this report although the Directorate are working with the Council's ICT service to explore the use of electronic medication administration records which would improve efficiency and is likely to reduce the number of incidents.
<b>6.8 Environmental:</b>	There are no direct environmental implications arising from this report.
<b>6.9 Risk Management:</b>	<p>Ensuring a relevant and up to date Policy and set of procedures are in place ensures clarity around roles and responsibilities and ensures appropriate training and performance management arrangements are in place. This reduces the risk of medication administration incidents.</p> <p>Clear procedures and effective training reduces the risk of medication errors that could cause harm to people who require medication to be administered to them.</p> <p>There is a risk of negative Care Inspectorate reviews if the partners are unable to demonstrate appropriate policies and procedures are in place to ensure staff are adequately trained and supervised including the need to address medication administration incidents.</p>
<b>6.10 Policy and Delegated Authority:</b>	<p><b>Employees Joint Consultative Committee</b></p> <p>The Medication Administration in Care and Education Settings policy sets out the levels of responsibility and accountability of staff. The Employee's Joint Consultative Committee provides a formal mechanism for open and constructive consultation</p>

	<p>between the Council and its employees, prior to presentation to the Policy and Resources Committee.</p> <p><b>Education and Families and Policy and Resources Committee</b>  Section 2.3.1(1) of the Council’s Scheme of Administration and Delegations, states that Functional Committees are to advise the Policy and Resources Committee and the Council in the development of service objectives, policies and plans concerned with service delivery within the functional areas noted below and manage performance. Education and Families Committee is the functional committee for services provided within Children’s Services and the Policy and Resources Committee is the functional committee for the services provided within Community Health and Social Care Services.</p> <p><b>Policy and Resources Committee</b>  In accordance with Section 2.2.1 of the Council’s Scheme of Administration and Delegations, states that the Policy and Resources Committee is responsible for advising the Council in the development of its strategic objectives, policies and priorities.</p> <p><b>Shetland Islands Council</b>  Section 2.1.3.(3) The approval of any plan which is part of the Policy Framework and any other plan which introduces new policies of major significance or varies existing plans or policies to a material extent.</p>	
<p><b>6.11 Previously considered by:</b></p>	<p>This matter has been separately reported to:</p> <ul style="list-style-type: none"> <li>Joint Health and Safety Forum</li> <li>Joint Governance Group</li> <li>Area Drug and Therapeutics Committee</li> <li>Integration Joint Board</li> <li>NHS Shetland Board</li> </ul>	

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April 2023

**Appendices:**

Appendix 1 - Medication Administration in Community Care and Education Settings Draft Policy

**Background Documents:** None



# **Medication Administration in Care and Education Settings Policy**

**Shetland Islands Council and NHS  
Shetland**

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*Version 3*

*April 2022*

*For review April 2025*

## NHS SHETLAND DOCUMENT DEVELOPMENT COVERSHEET\*

<b>Name of document</b>	<b>Medication Administration in Care and Education Settings Policy – Shetland Islands Council and NHS Shetland</b>		
<b>Registration Reference Number</b>	<i>CS POL 016</i>	<b>New</b>	<b>Review</b>
<b>Author</b>	<b>Jo Robinson</b>		
<b>Executive Lead</b>	<b>Brian Chittick</b>		

<b>Proposed groups to present document to:</b>	
Joint Governance Group	
Joint Health and Safety Forum	
Area Drug and Therapeutic Committee	
Employees Joint Consultative Committee	

<b>DATE</b>	<b>VERSION</b>	<b>GROUP</b>	<b>REASON</b>	<b>OUTCOME</b>
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		

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

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

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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"> <li>• an updated list of definitions applicable with the area of medicines administration and staff roles</li> <li>• new legislation added in</li> <li>• a greater emphasis on the support role in medicines administration in the community, including medication compliance aids</li> <li>• updated staff training and audit section</li> </ul>
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

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## 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 people using our services, and provide safeguards for staff.

## 2. Scope

The policy applies to all services in which managers and staff 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 2006
- Health Act 2006
- Protection of Vulnerable Groups (Scotland) Act 2007
- Adult Support and Protection (Scotland) Act 2007
- The Human Medicines Regulations 2012
- United Nations Convention on the Rights of the Child
- 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](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 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:

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

	<ul style="list-style-type: none"> <li>Responsible for working in partnership with 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.</li> </ul>
Clinical Pharmacist (Health Board Primary Care Team)	<ul style="list-style-type: none"> <li>Provision of expert advice on pharmacy matters particularly relating to the prescribing, administration, adverse effects and monitoring of the effect of medicines</li> </ul>
Community Pharmacist	<ul style="list-style-type: none"> <li>Dispensing of medicines for use by the public from Community Pharmacies</li> <li>Provision of advice on medicines to the public</li> <li>Provision of consultation, advice and treatment for common clinical conditions to the public</li> </ul>
Pharmacy Technician	<ul style="list-style-type: none"> <li>Provision of expert advice on pharmacy matters including prescribing, storage, administration and disposal of medicines;</li> <li>Assessment of medicines management capability of service users where required</li> </ul>
Director of Community Health and Social Care/ Director of Children's Services	<ul style="list-style-type: none"> <li>Provides assurance to relevant committees that Medication Administration Policy is being adhered to in the settings they are responsible for.</li> </ul>
Chief Social Work Officer	<ul style="list-style-type: none"> <li>Receives assurance that Medication Administration Policy is being adhered to in the settings the CSWO is accountable for.</li> </ul>
SIC Health and Safety Advisor	<ul style="list-style-type: none"> <li>Advises and support managers to manage Health and Safety within their areas of responsibility and also to monitor and audit it.</li> <li>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.</li> </ul>
CH&SC Partnership Health and Safety Meeting	<ul style="list-style-type: none"> <li>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.</li> </ul>
Area Drug and Therapeutics Committee	<ul style="list-style-type: none"> <li>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.</li> <li>To ensure multi-stakeholder engagement and joint working on all medicine related issues within all care settings, including social care settings.</li> </ul>

	<ul style="list-style-type: none"><li>• To develop and monitor Shetland-wide prescribing policies and treatment guidelines to optimise safe and cost effective use of medicines.</li><li>• 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</li></ul>
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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.

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