

Staff competency assessment for the management of medicines in care homes



Competency Assessment Tool

It is essential that any member of staff administering medication is competent to do so. Medicines must only be administered by designated and appropriately trained staff who have had their competency assessed. The registered manager is responsible for arrangements for training staff and assessing competency.

A thorough assessment should be undertaken before staff begin administering medication unsupervised. The assessment should be repeated at intervals of not less than one year or sooner if circumstances indicate, for example, if there has been a medication error.

The assessments are an opportunity to identify with the member of staff any training needs and to ensure that the most recent good practice requirements are being followed.

Using the tool

The registered manager, or an appropriate person nominated by the registered manager, should accompany the member of staff whilst administering the medication witnessing the actions the member of staff takes and recording the information on the form. Although the member of staff should be allowed to administer the medication as if they were doing it alone the observer must be ready to intervene if it appears that unsafe practice is occurring, for example, a medication error is likely to be made.

Most questions have a “yes/no” response. Where a “no” response has been selected this must be resolved before the person can undertake medication administration unsupervised.

It may not be possible to observe all situations, for example, the home may not have any people living there who take controlled drugs. In these situations an option for “none seen this time” can be selected. Similarly, it may not be possible to witness the administration of all the different forms of medication if nobody living at the home has this type of medication.

In these cases it may be possible for the member of staff to describe what actions they would take and the assessment could be made from this. A decision could also be made that the member of staff could administer medication but with restrictions, for example, if no one was using transdermal patches at the time of the assessment a record could be made that the member of staff could administer all medication except transdermal patches as this had not been witnessed. The first opportunity to witness the member of staff undertaking the activity should be taken to complete the assessment and remove the restriction, if appropriate.

The outcome of the assessment and any action points identified should be documented.

This tool is not designed to assess the competency of staff administering medication via invasive and specialised techniques which must be done on an individual basis by the appropriate health care professional.

Staff Competency Assessment for the Management of Medicines

Name of staff member:	Date:
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Training and Policy

Has the member of staff completed training on the safe handling of medicines?	Yes/No
Has the member of staff read the medication policy and signed to indicate that they have done so?	Yes/No
Does the member of staff know how to access the medication policy if they wish to check any information?	Yes/No

Administration of Medicines

Preparation and hygiene	
Did the member of staff wash their hands before starting to administer any medication and follow appropriate hygiene measures throughout the medication round? E.g. wear gloves when applying creams.	Yes/No
Did the member of staff make sure that everything was properly prepared before starting the medication round, e.g. was there plenty of medication cups, jug of water, beakers etc.	Yes/No
Consent	
Before preparing or administering the medication did the member of staff obtain the person's consent?	Yes/No
If consent was not obtained was this part of a documented protocol for this person, such as covert administration, and is the member of staff satisfied that the correct procedures have been followed in the best interests of the person?	Yes/No/None seen this time
Selection and preparation of medication	
Before selecting, preparing or administering any medication did the member of staff read the MAR chart accurately?	Yes/No
Did the member of staff check whether a dose had already been administered or if the medication had been cancelled?	Yes/No
If any directions are unclear or illegible on the MAR did the member of staff take appropriate steps to clarify the directions?	Yes/No/None seen this time
Was the medication selected checked against the correct MAR chart including checking the person's name on the label and MAR?	Yes/No
If the directions on the MAR chart differed from those on the label did the member of staff take the appropriate steps to satisfy themselves as to the correct dose to be given?	Yes/No/None seen this time
Was the correct medication and dose selected at the correct time? Was consideration given to timing in terms of food or other directions on the label?	Yes/No
Was the medication prepared according to the directions and information on the MAR chart or any accompanying protocol?	Yes/No
Did the member of staff use the appropriate measure for any doses of liquid medication? e.g. oral syringe, graduated measuring cup?	Yes/No
Administration	
Did the member of staff check the records to see how the individual prefers to take their medication or demonstrate that they knew this information and administer the medication accordingly?	Yes/No
Did the member of staff offer information, support and reassurance throughout to the person, in a manner which encourages their co-operation, promotes dignity and which is appropriate to their needs and concerns?	Yes/No

Was the medicine administered correctly and a glass of water offered where appropriate? Please tick the items you have witnessed being administered.					Yes/No
Medicine form	✓	Medicine form	✓	Medicine form	✓
Tablets/capsules		Liquids		Sachets and powders	
Inhaler devices		Eye Drops		Eye ointment	
Ear Drops		Nose Drops		Nasal sprays	
Creams and Ointments		Transdermal patches			
Was the security of all medication maintained throughout? Eg. Medication not left on the dining room table, medication trolley locked when staff not present.					Yes/No
Did the member of staff visually witness the individual taking all their medication?					Yes/No
If the medication was not taken was the appropriate advice sought and documented including checking information in the care plan, if appropriate?					Yes/No/None seen this time
If the medication was not taken was it dealt with as given in the medication policy?					Yes/No/None seen this time

Record Keeping

Did the member of staff sign the MAR chart immediately after the medication was administered?	Yes/No
If the medication was not given was an appropriate code entered on the MAR chart?	Yes/No
If the medication is a controlled drug did the member of staff ask a trained colleague to witness the entire process and sign the CD register?	Yes/No/None seen this time
If the medication is a controlled drug was the controlled drug register completed as well as the MAR chart?	Yes/No/None seen this time
Were the MAR charts returned to the proper place after the medication round?	Yes/No

Stock Control

Did the member of staff check that there was sufficient stock in place to complete future medication rounds?	Yes/No
If there are shortages in medication noted did the member of staff take appropriate action to ensure the stock was replaced?	Yes/No/None seen this time
Was all medication returned to the secure storage area once the medication round was completed and placed tidily?	Yes/No

Ordering, Receipt and Disposal of Medication

Does the member of staff record any medication received into the home in a timely fashion using the correct documentation?	Yes/No/None seen this time
Does the member of staff order medication in accordance with the home's procedures after checking currently held stock?	Yes/No/None seen this time
Is any out of date medication or medication no longer required recorded on the appropriate documentation and stored securely, clearly separated from 'in use' medication until it can be safely disposed of following the homes procedures?	Yes/No/None seen this time.

Storage

Is the member of staff aware of the correct storage conditions for medicines and where to find this information?	Yes/No
Is the member of staff aware of the correct temperature range for the medication fridge and how to use the thermometer?	Yes/No
Does the member of staff fill in the fridge temperature records correctly?	Yes/No
If new medication is received is the stock put away so that older supplies are used first?	Yes/No

Non prescribed medication

Is the member of staff aware of what action to take if a person living at the home wants to take 'over the counter' medication?	Yes/No
Is the member of staff aware of what to do if a person living at the home has a minor ailment?	Yes/No
If a non prescribed medication was administered was this from the original container as purchased and was the dose offered within the directions given on the packaging?	Yes/No/None seen this time
If a non prescribed medication was administered did the member of staff record this correctly on the MAR chart?	Yes/No/None seen this time

Accessing advice and information

Does the member of staff know who to contact if they need advice on medication?	Yes/No
Is the staff member aware of the information sources held at the home particularly patient information leaflets which should be available for the person and staff?	Yes/No

Dealing with errors

Can the member of staff describe the correct process for what to do if they make an error?	Yes/No
Can the member of staff describe the correct process for what to do if they discover an error made by another member of staff?	Yes/No

Any other information

Please record any discussions held with the member of staff

Outcome of Assessment

Considering the information from the assessment the member of staff has been assessed as *(Please delete as appropriate)*

- Demonstrating competence at this assessment to administer medication unsupervised.
- Demonstrating competence at this assessment to administer medication unsupervised with the exceptions identified below
- Requiring further supervision or training in order to administer medication unsupervised at this time.

Actions/exceptions identified

Name of member of staff making the assessment

Signature of member of staff making the assessment

Job title

Signature of member of staff being assessed

Date of Assessment

This assessment must be reviewed by _____ or sooner if circumstances change