



Medication Management Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure that the handling, administration, storage, and disposal of medicines are managed safely, legally, and in a person-centred manner in accordance with the law and regulatory requirements.

2. Scope

This policy applies to all staff involved in the management of medication for service users, including support workers, senior carers, and registered managers.

3. Policy Statement

CARERS' HANDS H C A LTD is committed to ensuring that all medication is managed safely and effectively. Staff must adhere to best practices and national guidance including CQC Regulation 12, NICE guidelines, and the Royal Pharmaceutical Society standards.

4. Legal Framework

This policy is underpinned by:

- The Medicines Act 1968
- Misuse of Drugs Act 1971
- Health and Social Care Act 2008
- CQC Regulation 12: Safe Care and Treatment
- NICE Managing Medicines in Care Homes and Community Settings
- Royal Pharmaceutical Society Guidance on the Handling of Medicines



5. Staff Roles and Responsibilities

- Only staff who have been trained and deemed competent are allowed to administer medication
- All staff must follow the 6 Rs: Right person, Right medicine, Right dose, Right route, Right time, Right record
- The Registered Manager ensures medication audits and training compliance

6. Procedures

- **6.1 Ordering:** Medication is ordered in line with each individual's care plan and GP instructions
- **6.2 Receiving and Storing:** All medicines must be stored securely in locked cabinets/fridges
- **6.3 Administration:** Medication must only be administered by trained staff using MAR charts
- **6.4 Recording:** All administration must be documented immediately in the MAR chart
- **6.5 Disposal:** Unused/outdated medicines must be returned to the pharmacy and recorded

7. Medication Errors

All medication errors must be reported immediately to the Registered Manager and recorded as an incident. Actions will be taken to safeguard the individual and prevent recurrence. Serious errors are referred to CQC and safeguarding teams.

8. Training and Competency

- All staff administering medication must complete accredited training and competency assessments annually
- Senior staff receive advanced training in risk assessment, MAR chart audits, and handling controlled drugs

9. Consent and Capacity

Medication must not be given without the individual's valid consent. If capacity is lacking, staff must follow Mental Capacity Act procedures and consult with the individual's representative or advocate.



10. Review and Monitoring

This policy is reviewed annually or following significant changes to legislation. Monthly audits of medication records are carried out and any concerns are addressed promptly.

11. Contact

For queries or to report concerns:

Registered Manager: Chanyuka Dhlakama

Phone: 07535 8524917

Email: carershandsagency@gmail.com

12. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

 **Call the Office:** 07535 8524917

 **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025



Next Review Due: 01/06/2026