



**DOMICILIARY CARE - ADULTS & OLDER PEOPLE**

**3.3 HEALTH & MEDICAL CARE**

Page 3 of 4

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**OUTCOMES TO BE ACHIEVED:**

*Each service user receives prompt and appropriate medical and personal care which maintains their optimum health.*

*Elements addressed:*

- Care & Risk Assessments
- Care of Infections
- Managing an Outbreak of Pandemic Influenza
- Mental Health & Mental Capacity
- Deprivation of Liberty Safeguards
- Handling Challenging Behaviour
- Personal Care
- Management of Medicines at the Service User's Home
- Physical & Mental Well-being
- Aids to Daily Living

#	Performance Indicator / Standard	SCORE	Evidence
35	There is a documented general policy for managing service users' medicines. This policy has been approved by a suitably qualified and experienced pharmacist.		
36	This policy clearly identifies 4 levels of assistance that care staff can offer the service user, and the tasks involved for each level.		
37	Care Staff are trained in, and FULLY UNDERSTAND, the extent and limits of their responsibilities in helping service users to medicate. This is reflected in training records.		
38	There is a documented specific policy for the safe and secure storage of medicines at the service user's home. This provides for ease of retrieval of the medicines.		
39	Care Staff ensure that all medicines are stored in accordance with the manufacturers' instructions on the medicine container labels.		
40	Medicines requiring low-temperature storage (e.g. insulin, some eye-drops etc) are kept in a refrigerator in a suitable and clearly-labelled container.		
41	There is a documented specific policy for the safe and effective administration of medicines to the service user.		
42	This policy addresses both prescription medicines, and OTC ("over-the-counter") medicines.		
43	Full records of any assistance and / or advice given to the service user with respect to taking prescribed medicines are maintained in the service user's Care Plan.		
44	There is a documented specific policy for the safe and effective disposal of medicines that are no longer required, or are no longer fit for purpose.		
45	Procedures ensure that unwanted, out-of-date or otherwise unusable medicines are always returned to the prescribing pharmacy. They are not disposed of in the service user's home.		
46	There is a documented specific policy which addresses problems and errors that may incur during the administration of a medicine to a service user.		
47	This policy lays down procedures to follow when there has been an error in administering the medicine, or a dose has been missed, and when the service user refuses the medicine.		
48	As appropriate, service users are encouraged to have regular eye and dental checks. Care Staff may assist with this with the service user's consent.		
49	Care Staff are trained in recognising the symptoms of hypothermia. There is a documented procedure to be followed in the event of suspected hypothermia.		
50	Care Staff are trained to observe and discreetly check and report any changes, especially deterioration, in a service user's mental and physical health on a daily basis.		
51	Care Staff receive specific training in dementia and caring for the service user who has become confused. This may include the principles of Reality Orientation.		

