

Definition of levels of support

Level 1 Support

The Service user requires no assistance with medication.

or

The Service user retains responsibility for their medicines but may need some additional directed assistance e.g.

Cognitive:

The service user has a small level of cognitive difficulty and requires the Care Worker to remind them to take their medicines. (Where possible reminder charts, alarm clocks, family telephone calls should be used). No MAR chart is required. The task of reminding the service user to take their medication will be recorded in the Neath Port Talbot Medication Record Book on each visit.

Dexterity/mobility:

The service user manages his/ her own medicines, asking the Care Worker for help to carry out certain tasks. These tasks must have been consented to and agreed in the Personal Plan of Care, no MAR chart is required.

It is the responsibility of the Service user to direct which package/bottle/topical medication they require assistance with (opened/closed/placed in mouth and stored) and all tasks are completed within sight of the service user. At no time during assistance is the medication not within sight of the service user.

In each of these scenarios, the service user, and NOT the Care Worker, retains sole responsibility for their medicine management and administration. The exact assistance given on each visit should be documented in the daily records

Level 2 Support

The service user relies on the Care Worker to manage his/ her medicines.

The Care Worker will be responsible for administering medication to the service user using a MAR chart provided by the Community Pharmacist or domiciliary organisation. The medication will be provided in its original packaging with a patient information leaflet and will be clearly labelled with instructions relevant to the medication. This may include oral or topical including eye/ear and nose drops.

Where two or more agencies are working with the service user, i.e. District Nurse and Domiciliary Care Provider, one agency will be nominated as taking the lead for the co-ordination of management issues, ensuring adequate liaison between agencies in the best interest of the service user. This agency may be either Health or Social Care, and will be agreed on an individual case basis, being clearly documented in the Service Delivery Plan.

Level 3 Support

Invasive, clinical and nursing procedures. These can be administered by care staff only when they have been trained by the health professional to administer a specific medication to a specific service user. The responsibility for risk remains with the health professional and the skills trained are not transferable to other service users.