

## HELP SHEET: MEDICATION

Hanover residents are responsible for their own healthcare and making arrangements to obtain and take medication. Hanover is not a main care provider and we cannot assume the care role which should be taken by a resident's relatives or other health care provider.

However, we know that there are times when residents may need a little assistance to help maintain their health and independence.

### Hanover staff can

- ✓ **Offer** practical assistance to residents with their medication regime if they cannot get help from their relatives or healthcare professionals. Information on the practical assistance which can be offered can be found at the end of this help sheet.
- ✓ **Advise** residents to contact a relative or relevant healthcare agency and support them in doing so, if the Estate Manager is aware that a resident is unable to administer his/her own medication. Estate Managers may make direct contact with relatives or healthcare agencies with the consent of the resident.
- ✓ **Inform** relatives of a resident's needs if requested to do so and advise relatives they should be prepared to take responsibility for organising healthcare if the resident is unable to do so.
- ✓ **Assist** residents in communicating with a care services healthcare provider where requested. **Approach** health, local authorities and relevant healthcare professionals and request their help in providing assessment and care or necessary services for residents if they are unable to live in the scheme without assistance.
- ✓ **Assist** when an emergency occurs. Hanover recognises that an Estate Manager may have to respond to an emergency situation when no relative, GP or health care professional is available.
- ✓ **Summon** the emergency services and contact the residents' relatives and healthcare professionals following an emergency.

- ✓ **Provide assistance in an emergency as directed by the Emergency Services.** Only if the Estate Manager has been specifically directed by the Emergency Services is it permissible for Estate Managers to administer medicines.
- ✓ **Promote** health care initiatives which encourage independence. Estate Managers can provide information about dose aid systems and assist where needed. If a resident is confused by the type and number of medications they have, the Estate Manager may, with permission, contact the doctor or pharmacist and request the medicines are provided in weekly blister pack dispensers.
- ✓ **Keep** records of all requests made or authorisations given in respect of medication. These records will be available for inspection by the resident to whom they relate or by someone authorised by the resident to inspect them.

#### Hanover staff cannot

- ✗ Be involved in recommending or advising on the supply of prescribed, over-the-counter or homeopathic medications.
- ✗ Administer medication except in an emergency and specifically directed to do so by the Emergency Services. Be authorised to administer or recommend medicines.
- ✗ Give advice on medications in a resident's possession or their suitability for treating any ailments the resident may have.
- ✗ Accept any requests to administer medication (whether by residents, relatives or other healthcare professionals) The Estate Manager will refuse to do this and explain it is not his/her role.
- ✗ Prompt residents to take medication or be responsible for ensuring compliance with any medication regime.

#### Practical assistance with medication

Estate Managers can provide the following practical assistance with a resident's medication regime if there is **no other reasonable alternative solution** or in an exceptional circumstance e.g. severe weather, illness, failure of support service etc.

- Order repeat prescriptions for a resident when authorised to do so by the resident and the GP;
- Collect prescriptions on behalf of a resident when authorised to do so by the resident;
- Where a resident is unclear about their medication, the Estate Manager can read out the directions on medicine bottles and packets if requested. The Estate Manager cannot answer any queries on the contents or dosage other than to repeat the written instructions. Where the resident is still unclear about the directions, the Estate Manager should telephone the GP or pharmacist and request them to explain the directions to the resident.
- Assist a resident by opening bottles and packaging if requested by the resident.

### **Administration of medication**

To “administer” medication means any act which involves giving, applying, injecting or ensuring the swallowing of any form of medication whether prescribed, non-prescribed or alternative medicine.

An exhaustive list of actions which amount to “administering” cannot be provided but the definition means that Hanover staff **cannot** count tablets, measure liquid medicines, administer drops or lotions, give injections or dress wounds.