

Recommendation for care home/agency staff administering items supplied under ONPOS

Recommendation

Increasing numbers of CCGs are commissioning 'off- prescription' services for a limited number of dressings, barrier creams and emollient preparations.

The process used in east Kent is the known as the Online Non Prescription Ordering Service (ONPOS)

The advantage for the patient is that items can be initiated or changed quickly allowing prompt treatment

This recommendation provides a summary of the information provided by CQC for care homes and care agencies on training, assessment of competency , administration and record keeping to administer items which can also be purchased over the counter (OTC) which and are being supplied without prescription through the ONPOS route. The items are therefore supplied without an individual label for the patient

OTC items supplied through ONPOS would be emollients and barrier preparations

'Prescription only' items would not be supplied through ONPOS

Items would be supplied by KCHFT staff or care home nursing staff (as the ONPOS model is rolled out to care homes)

Training is available for staff through the CCG and care homes and agencies. Please contact accg.eastkentonpos@nhs.net for further details

Information below from CQC confirms that CQC would expect to see that care home/ agency providers have a process for "non-prescribed items" as per NICE and training of staff
In practice records such as care plans and topical medication administration records should be available and staff trained and assessed as competent to undertake the activity

KCHFT or care home nursing staff providing products to patient through ONPOS are therefore required to enter the following details on a care plan:

- details of the **product**
- and **instructions for use**
- and duration of use

From: Medicines Enquiries [<mailto:Medicines.Enquiries@cqc.org.uk>]
Sent: 13 February 2019 11:31
To: xx (NHS CANTERBURY AND COASTAL CCG)
Subject: RE: Barrier and emollient creams "off-prescription" route

Thank you for your enquiry.

The NICE guidance for managing medicines in care homes

(<https://www.nice.org.uk/guidance/sc1/resources/managing-medicines-in-care-homes-pdf-61677133765>) says that care home providers should consider (as part of their medicines processes) how to manage the administration of non-prescribed items, and 'where any administration should be recorded, such as on the medicines administration record'. Any staff involved should also be trained and assessed as competent to do so.

The NICE guidance for managing medicines for adults receiving social care in the community (<https://www.nice.org.uk/guidance/ng67/resources/managing-medicines-for-adults-receiving-social-care-in-the-community-pdf-1837578800581>) echoes a similar sentiment in that providers should have medicines policies in place that include processes for 'supporting people to take their medicines, including 'when required', time-sensitive and over-the-counter medicines. 1.5.2 Care workers must record the medicines support given to a person for each individual medicine on every occasion, in line with Regulation 17 of [The Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014](#). This includes details of all support for prescribed and over-the-counter medicines.'

In practice, we would expect to see that all staff had access to information to be able to apply external preparations safely, and as prescribed. We would look at records kept of this activity, for example, care plans and topical medicines administration records. We would also expect to see that staff had been trained and assessed as competent to do this activity.

As a regulator, we do not give specific directions on how providers manage these processes. However you may find our webpage on external medicines useful:

<https://www.cqc.org.uk/guidance-providers/adult-social-care/external-medicines>

I do hope that the information is useful. If you require further clarification, or have further questions or concerns about this enquiry, please reply to this email.

Best wishes

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