

TEMPORARILY AMENDED FOR COVID PANDEMIC:

Valid until April 2021

Standard Operating Procedures (SOPs) and competency assessment tool for the administration of eye ointment or gel in community settings

*All Staff required to use these Standard Operating Procedures **MUST** have received QCF level 2 or above training and been assessed as competent in each relevant procedure.

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Responsible dept / director:	Executive Director of Nursing Pharmacy and Medicines Management Local Authorities				
Approved by:	MPPP, DTG, Care and Social Services Inspectorate Wales (CSSIW), Domiciliary Care Forum and Care Forum Wales Area Nurse Directors Deputy Executive Director of Nursing				
Date approved:	November 2015 / June 2020				
Date activated (live):	November 2015				
Documents to be read alongside this document:	<ul style="list-style-type: none"> Standards of best practice and standard operating procedures for medicines management for all care settings final April 2020 Standard Operating Procedures (SOP's) for Domiciliary setting in North Wales Standard Operating Procedures SOP's) for Care Home setting in North Wales Dougherty L. & Lister S. (2011) The Royal Marsden Hospital Manual of Clinical Nursing Royal Pharmaceutical Society Professional Guidance on the Administration of Medicines in Healthcare Settings. (January 2019) The All Wales Guidelines for Delegation Health Education and Improvement Wales for Health and Social care (HEIW 2020) National Guiding Principles for Medicines Support in the Domiciliary Care Sector (ADSS Cymru 2019) COVID- 19 Medication administration training (HEIW 2020) 				
Date of next review:	April 2021				
Date EqIA completed:	Nov 15 (Overarching Policy MM01)				
First operational:	November 2015				
Previously reviewed:	Dec 2016	Feb 2019	April 2020		
Changes made yes/no:	yes	yes	yes		

Standard Operating Procedure for the administration of eye Ointment or Gel in community settings.

This SOP **must only** be used for citizens / patient's / resident's who have capacity to consent to treatment. If the citizen/ patient / resident deem to lack capacity at the time of treatment the carer **must** refer back to the GP/ Practice Nurse or District Nurse team and **must not** proceed with the treatment.

Definition of consent, capacity and refusal (Medication administration HEIW 2020)

Consent – this is when an individual gives their permission to receive care from another person. For consent to be valid, it must be voluntary, informed and the individual consenting must have the capacity to make a decision.

Capacity – for an individual to have the capacity to give consent, they must be able to understand the information given to them and use this information to make a choice.

Refusal – an individual who has the capacity to make a decision, can refuse treatment and that decision must be respected

Care must be given in the best interest of the citizens / patient's / resident's. The primary motivation for delegation is to meet the health and social care need of the individual. Each organisation will have a consent policy in place and this should be complied with (All Wales Guidelines for delegation (HEIW) 2020)

Advice: - If administering both drops and ointment, administer drops first. Ointment will leave a film in the eye which may hamper the absorption of medication in drop form

	Action	Rationale
1	Explain and discuss the procedure with the patient /citizen/resident and gains consent.	To ensure that patient/citizen/resident understands the procedure and gives their valid consent
2	Before administering any prescribed inhalers, look at the patient/citizen/ resident's MAR or equivalent chart and check the following. <ul style="list-style-type: none"> • The correct patient/citizen/resident and DOB • Correct medication is selected –name of medicine, dose and frequency • Date and time of administration • Expiry date • Allergy status 	<ul style="list-style-type: none"> • To minimise harm • Establish patient/citizen/residents identity • Ensure all products are fit for use with valid expiry date and not damaged (don't use if damaged) • ensure patient/citizen/ resident is not allergic to the particular medicine
3	Wash hands thoroughly with soap and water and/or bactericidal alcohol hand rub, and apply apron and well-fitting gloves.	To ensure the procedure is as clean as possible and minimise cross infection

4	Check expiry date / if new tube is opened record date and time on side of box Take off the top/lid	Eye ointment should only be used for 28 days once opened
5	Ask the patient /citizen/resident back with neck slightly hyperextended (tilt) Ask the patient /citizen/resident to look up at the ceiling and then below the affected eye, gently pull the lower eyelid down	To ensure a position that allows easy access for medication instillation Correct positioning minimizes drainage of eye medication into the tear duct
6	Hold the tube between your forefinger and thumb and place it as near to the affected eye as possible without touching the eye. The ointment and tip of the tube must be kept clean Without touching the eye squeeze a thin stream of ointment or gel evenly along the inner edge into the pocket made by the lower eyelid from the nasal corner outwards	In order to keep the tip of the ointment tube clean and prevent cross infection
7	Asks the patient /citizen/resident to blink eye gently then close eye for 1-2 minutes after letting go of the eyelid	To help distribute medication
8	If there is excess medication on the eyelid, gently wipe it from the nasal corner outwards	To prevent cross infection
9	Explain to the patient /citizen/resident that they may have blurred vision for a few minutes after application	To ensure the patient /citizen/resident understands why they have blurred vision and to refrain from driving or operating machinery until their vision returns to normal
10	Remove gloves and dispose of them appropriately Wash hands thoroughly with soap and water and/or bactericidal alcohol hand rub,	To reduce the risk of cross-infection
11	Record the administration on the MAR charts and document in the patient /citizen/resident's care plan	To maintain accurate records

**Competence document for Care Workers Healthcare Support
Workers/Assistants for the administration of eye ointment or gel in
Community Settings**

NB. Only staff nominated by manager may undertake this competence.

HCSW Name & Signature:

Base/ Area :.....Date

PRACTICAL ASSESSMENT

To be completed on at least 3 occasions with assessor

A signature MUST be obtained by the assessor for each element of the competence

The Healthcare Support Workers/Assistants/ Care Worker must achieve ALL outcomes before he / she can be deemed competent

		Witnessed practice			Assessors signature & Date
		1. Date	2. Date	3. Date	
1	Delegation of this task must be given by the Nurse or manager caring for the patient/citizen/resident				
2	Explain and discuss the procedures with the patient/citizen/ resident. Gains verbal consent.				
3	Before administering any prescribed medication, checks the patient's Medication Administration record (MAR) or equivalent chart for the following. <ul style="list-style-type: none"> • The correct patient/citizen/resident • Correct medicine and dosage is selected • Date and time of administration • Expiry date • Allergies 				
4	Ensure candidate washes hands thoroughly with soap and water and/or bactericidal alcohol hand rub, and apply apron and well-fitting gloves.				
5	Checks expiry date on the tube / if new tube record date and time on box				

	Take off the top/lid				
6	Assists the patient/citizen/resident into appropriate position for administration				
7	Hold the tube between your forefinger and thumb and place it as near to the affected eye as possible without touching the eye. The ointment and tip of the tube must be kept clean				
8	Ask the patient/citizen/resident to look up at the ceiling and then below the affected eye, gently pull the lower eyelid down Without touching the eye squeeze a thin stream of ointment or gel evenly along the inner edge into the pocket made by the lower eyelid from the nasal corner outwards				
9	Asks the patient/citizen/resident to blink eye gently then close eye for 1-2 minutes after lettings go of the eyelid				
10	Explains to the patient/citizen/resident that they may have blurred vision for a few minutes after application				
11	Removes gloves and disposes of them appropriately Washes hands thoroughly with soap and water and/or bactericidal alcohol hand rub				
12	Records the administration on the MAR or equivalent chart and document in the patient/citizen/resident's care plan				

Assessor's name : Designation:

Signature Date:

Copy of completed competence document to be given to manager to file in personal file

How to apply eye ointment or gel

