

TEMPORARILY AMENDED FOR COVID PANDEMIC:

Valid until April 2021

Standard Operating Procedures (SOPs) and competency assessment tool for the application of cream / ointment or lotion 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 application of cream / ointment or lotion in community settings

This SOP **must only** be used for citizen's/ 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)

	Action	Rationale
1.	Delegation of this task must be given by the nurse or manager caring for the patient/ citizen/ resident	Manager/ registered nurse remains responsible for the delegation
2.	Explain and discuss the procedure with the patient/citizen/ resident and obtain verbal consent	To ensure that the patient/citizen/ resident understands the procedure and gives their valid consent
3.	Before administering any prescribed medication, look at the patient/citizen/residents 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
4.	Wash hands with bactericidal soap and water or bactericidal alcohol hand rub	To ensure the procedure is as clean as possible and minimise cross infection.
5.	Put on a plastic apron and assist the citizen into the required position.	To protect the patient/citizen/ resident from infection and the carer from the topical agent as well as

	Maintain dignity and privacy	allowing access to the affected area of skin. To ensure the citizen privacy and dignity
6.	Expose the area that requires the cream/ointment or lotion and where necessary cover the citizen with a towel or sheet.	To gain access to affected area and to ensure patient/citizen/ resident dignity.
7.	Apply gloves and assess the condition of the skin using aseptic technique if the skin is broken	To prevent local or systemic infection
8.	If the medication is to be rubbed into the skin, the preparation should be placed on a gauze then disposed of appropriately.	To minimize the risk of cross infection. To protect the carer
9.	If the preparation causes staining, advise the patient/citizen/ resident of this	To ensure that adequate precautions are taken beforehand such as removal of clothing and to prevent stains
10.	Apply the cream or ointment	To ensure the medication is applied
11.	Apply a dressing if required	To ensure the ointment remains in place
12.	Remove gloves and apron and dispose of waste appropriately	To ensure safe disposal and prevent reuse of equipment
13.	Record the administration on appropriate charts and in patient/citizen/residents care plan	To maintain accurate records.

**Competence document for Care Workers Healthcare Support
Workers/Assistants for the application of cream / ointment or lotion in the
Community Setting**

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

HCSW Name & Signature:

Base/ Area :.....Date

Assessor Name:

PRACTICAL ASSES

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/citizen/resident's Medication Administration record (MAR) or equivalent chart for 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 • Allergies 				
4	Washes hands with bactericidal soap and water or bactericidal alcohol hand rub				
5	Puts on a plastic apron and assists the patient/citizen/ resident into the required position.				
6	Exposes the area that requires the cream/ointment and where necessary cover the patient with a towel or sheet.				

	Maintains patients privacy and dignity				
7	Applies gloves and assesses the condition of the skin reporting to the nurse/managers or GP if the skin is broken				
8	If the medication is to be rubbed into the skin, the preparation should be placed on a sterile topical swab.				
9	If the preparation causes staining, advises the patient/citizen/ resident of this				
10	Applies the cream / ointment				
11	Applies a dressing if required				
12	Removes gloves and apron and disposes of waste appropriately				
13	Records the administration on appropriate charts and in patient/citizen/residents care plan				

Assessor's name : Designation:

Signature Date:

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