

## 8 Top Tips for Health & Social Care Professionals

1

### Deliver excellent **CARE** by:

- Ensuring service users receive their medicines as intended by the prescriber, without delay
- Involving service users in decisions regarding their medicines, including how they take them
- Ensuring medicines are ordered, stored, administered, documented and disposed of correctly.

2

### Act with **COMPASSION** by:

- Enabling service users to self-medicate where appropriate, to remain as independent as possible, for as long as possible
- Ensuring the need for “when required” medication is clearly documented, allowing staff to respond and alleviate symptoms quickly.

3

### Evidence your **COMPETENCE** by:

- Ensuring all staff who administer medicines have a documented up to date competency assessment
- Ensuring best practice is promoted through regular staff meetings.

4

### Uphold excellent **COMMUNICATIONS** by:

- Making written information available to service users and their families on the medicines they take
- Liaising with other Health and Social Care professionals involved in a service users care.

5

### Show your **COURAGE** by:

- Challenging poor medication practice and reporting it appropriately.



**6****Demonstrate your COMMITMENT by:**

- Ensuring all staff receive regular evidence based medicines training relevant to their role
- Having in place robust medicines policies and procedures that are kept up to date
- Having in place robust medicines policies and procedures that are accessible to staff.

**7****Develop the CULTURE in your organisation by:**

- Encouraging all staff to report all medicine related near misses and incidents within a 'no blame' culture. Enabling others to learn and prevent future mistakes.

**8****Ensure CONSISTENCY for all people you care for by:**

- Promoting choice, dignity and independence in all aspects of medicines management
- Using standard procedures to ensure high standards are consistently delivered.

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Bringing out the best in the health and social care workforce