

# **MODULE 5: RECORDING & ERRORS**

## **5.1 Recording Administration Using a Medication Administration Record (MAR) Chart**

Care providers are responsible for maintaining an up-to-date record of medication administered. They can choose to use MAR charts produced by a community pharmacy OR have their own MAR charts (which must conform to national standards) remember that MAR charts can be provided by most Community Pharmacies but only at the time they dispense the medication.

- \* MAR charts are designed so you use them as your reference point when administering. Always start with the first drug on the list and work your way down.
- \* Take care to select the correct day, time and drug for recording; the boxes are small so you must be careful.
- \* You must not sign the boxes until AFTER you have actually administered the medication(s).
- \* ALWAYS sign for any medicine that you have administered; if you do not sign it is classed as a medication error.
- \* If a service-user refuses a medicine then you MUST record that the medicine was offered and refused by using a refusal code (usually listed at the bottom of the MAR). NEVER leave the box empty - this makes it look like you have forgotten and would be classed as medication error.
- \* If a recording error is made do not use tipp-ex and do not scribble out the mistake. Instead, if possible, circle the error, asterix it (\*) and write on the back of the MAR or a problem recording sheet what the issue was.
- \* If your recording error will impact on another carer then you must contact your snior/line manager to discuss how this will be communicated.

## **5.2 Medication Changes**

- \* Care at home workers are able to prompt or assist from original packs and should do so when new medicines are started.
- \* If the service-user requires their medicine to be administered then there should be a corresponding MAR chart entry. If no MAR has been provided or if the prescriber has not added a MAR entry you should:
  - \* phone your line manager and discuss the situation
  - \* use the Problem Recording Form to record the decision
- \* Please note that whilst it is legal for care workers to make changes to MAR charts, in Aberdeen City, care at home workers will not add to or amend MAR charts. A healthcare professional will be required to amend a MAR.

[Exceptions: Rosewell House & Clashieknowe]

## Example of a MAR Chart

### MEDICATION ADMINISTRATION RECORD

Pharmacy No \_\_\_\_\_

Keep out of reach of children

Document No \_\_\_\_\_

(COMMUNITY PHARMACY NAME, ADDRESS AND TELEPHONE NUMBER)

<b>NAME</b> GERTRUDE BLACK		<b>D.O.B.</b> 19/05/31																											
<b>ALLERGIES</b> NONE KNOWN		<b>DOCTOR</b> Dr Simon Jones																											
<b>ADDRESS</b> FLAT 7, BEECH TREE SHELTERED HOUSING COMPLEX																													
<b>START DATE</b> 08/07/13		<b>PERIOD</b> 0																											
		<b>START DAY</b> Monday																											
MEDICATION	COMMENCING	WEEK 1 08/07/13							WEEK 2 15/07/13							WEEK 3 22/07/13							WEEK 4 29/07/13						
	DATE	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	01	02	03	04
<b>AMLODIPINE 5MG TABS</b>  Take ONE in the MORNING	08:00 1																												
Received      Quantity    28    by																													
<b>DIFFLAM 3% CREAM</b>  Apply THREE times a day to HIP and SHOULDER  FOR EXTERNAL USE ONLY	08:00 A																												
	12:00 A																												
	18:00 A																												
Received      Quantity    100g    by																													
<b>LEVETIRACETAM 250MG TABS</b>  Take ONE MORNING and NIGHT  WARNING: THIS MEDICINE MAY MAKE YOU FEEL SLEEPY. IF THIS HAPPENS, DO NOT DRIVE OR USE TOOLS OR MACHINES DO NOT STOP TAKING UNLESS YOUR DOCTOR TELLS YOU TO STOP	08:00 1																												
	22:00 1																												
Received      Quantity    56    by																													
<b>LEVETIRACETAM 500MG TABS</b>  Take ONE MORNING and NIGHT  WARNING: THIS MEDICINE MAY MAKE YOU FEEL SLEEPY. IF THIS HAPPENS, DO NOT DRIVE OR USE TOOLS OR MACHINES DO NOT STOP TAKING UNLESS YOUR DOCTOR TELLS YOU TO STOP	08:00 1																												
	12:00 1																												
	18:00 1																												
	22:00 1																												
Received      Quantity    56    by																													
<b>OMEPRAZOLE GR 20MG CAPS</b>  Take ONE DAILY																													
Received      Quantity    28    by																													
<b>PARACETAMOL 500MG TABS</b>  Take TWO FOUR times a day when required  DO NOT TAKE MORE THAN TWO AT ANY ONE TIME AND NO MORE THAN 8 IN 24 HOURS. CONTAINS PARACETAMOL. DO NOT TAKE ANYTHING ELSE CONTAINING PARACETAMOL																													
Received      Quantity    224    by																													

A = Refused                      B = Nausea / Vomiting                      C = Hospitalised                      D = Social Leave                      E = Refused & Destroyed  
  
 F = Other (define) \_\_\_\_\_                      G = See note overleaf

### **5.3 Errors**

Mistakes will unfortunately happen. In the majority of situations no harm is likely to come to the service user. However, it is essential that errors are dealt with in an appropriate manner in order to ensure the safety of the service-user and also to minimise the risk of the mistake happening again.

Once you realise an error has been made:

- \* Do NOT ignore or cover up a mistake
  
- \* Phone your line manager - your line manager will seek advice from the patient's GP or pharmacist
  
- \* Action any advice that the healthcare professional gives
  
- \* Record the issue in the service-user's file
  
- \* The error should then be reviewed according to your employer's protocols

Please note that a patient refusing to take a medicine is not an error as long as it is recorded appropriately. However, it is essential that the service user's GP is informed of regular refusals so that a review of the service user and their medication can be undertaken.

# APPENDIX 1

## Step by Step Approach to Administration Using a Medication Administration Record (MAR) Chart

1. Ensure a **CLEAN & SAFE ENVIRONMENT** to work in
  - \* Wash hands
  - \* Ensure the surface that you will be working at is clear and clean
  
2. **CHECK**
  - \* The identity of the person
  - \* The MAR chart and or person's file to ensure that the medicines have not already been given by someone else

**LEVEL 2 (Person has capacity): Ask the service-user which medicines they would like you to administer**

**LEVEL 3 (Person does not have capacity): Explain to the service-user that you will be administering their medicines to them**

3. **PREPARE**
  - \* Ensure that the person is sitting upright
  - \* Get the medicines box (Level 2) or open up the medi-safe and have MAR chart to hand (Level 3)
  - \* Ensure a plastic container/saucer is available to pop medicines out on to
  - \* Ensure a glass of water is available
  
4. **RIGHT DRUG, RIGHT DOSE, RIGHT TIME, RIGHT ROUTE**
  - a) Start with the first drug on the MAR Chart
  - b) Confirm if this drug needs to be given at this time of day according to directions on the MAR chart
  - c) If it does, select the correct box of medication from the medi-safe
  - d) Confirm that the drug & strength is the same as the item listed on the MAR chart
  - e) Ensure that the medicine is within its expiry date
  - f) Check that the medicine is one that needs to be swallowed (taken orally) if it is not, leave until the end and come back to it
  - g) Select blister strips that have already had tablets popped out rather than a new one when ever possible
  - h) Pop out the required number of tablets/capsules or measure out the required volume of liquid

- i) Dot the MAR chart box that you will be required to sign after administration for that particular drug
- j) Repeat process a) - h) for all other oral medication

**5. ADMINISTER** medication to the service user

- \* Encourage them to take one tablet at a time (to reduce choking)
- \* Encourage them to take sufficient water to get the tablet(s) over; they may need to take a drink before they actually take the medicines
- \* Watch them to ensure they take the tablet(s)
- \* Encourage them to take any liquid medication

**For Level 3 service-users (those without capacity) medication must NEVER be left for them to take at a later time.**

**For Level 2 service-users (those with capacity) medication must NOT be left UNLESS authorisation has been given by care management to leave medication for a Level 2 service-user. This decision needs to be agreed by all relevant parties and documented clearly in the care plan and should only be considered in exceptional circumstances.**

**6. RECORD** the support you have provided

- \* **If using a MAR chart** sign your initials over the dot(s) or use the appropriate refusal code as documented at the bottom of the MAR
- \* **If no MAR is available** (Level 2 patient) record the drugs you have administered in the service-user's caser

**7. Administer any NON-ORAL** medication e.g. inhalers, creams and **record** as detailed above (See video clips for more details on how to apply)

**8. Place all medication back in the medicine cabinet. Do not place empty strips back in the box - they can be put in the bin**

**9. If any of the following occur you must contact your line manager/senior immediately:**

- \* The service-user has refused to take any regular medication
- \* The service-user is crushing/breaking/chewing their medication
- \* The service-user has struggled to swallow/choked on their medication
- \* The service-user has, or is about to, run out of medication