



Information Sheet

Medicines errors can occur within an organisation where the internal medicines administration procedures aren't working as they should.

Issue:

What could cause medicines errors?

Staff are not following appropriate procedures that are in line with current best practice and guidance in relation to medicines administration.

Examples:

Situations where the issue might occur

A staff member might not be following correct procedures if the procedures are:

- Not in place at all
- Too complicated to follow
- Inconsistent (where different senior staff have told staff different methods)
- Difficult to find
- Not known about by the staff

Prevention:

How to prevent the issue arising

Ensure you have a clear, easy-to-follow medicines policy and associated procedures that staff have easy access to and understand.

Opus policies comprise of:

- a bespoke, **short summary policy document** with
- easy to read, **visual flow chart procedures**, all of which are consistent with regulations and best practice

See an example procedure on the next page

Is your policy fit for purpose? Complete our self-assessment tool on page 3 to find out



Example Opus Medicines Procedure

(1 of 4)

Receiving Medicines into the Home

When the new supply of medicines is delivered, staff must:

1

Check the seals on the bags/boxes to ensure they are intact



If the seals are broken, do NOT sign for receipt until the contents have been checked



Inform the supplying pharmacy immediately if there are any discrepancies

2

Check all medicines received from the pharmacy to ensure they are exactly as ordered. Resolve any queries or discrepancies with the pharmacy or surgery immediately

3

Keep all new MAR sheets together



Retain the reorder forms ready to order the next 4 week supply of medicines

4

Check all medicines individually against the MAR sheet

Please note this is only the first page of this procedure- it should not be used out of context or on its own.



Opus Medicines Policy Self-Assessment Tool

Click on each of the boxes below that apply to your organisation's existing medicines policy & procedures

Is Your Policy...

- Visual and engaging for all staff ☐
- Accessible:
 - Length (not intimidating or too long) ☐
 - Language (plain English) ☐
 - Location (easy to find) ☐
- Prepared by Pharmacists experienced in social care/ education sectors ☐
- Reviewed and updated regularly ☐
- Tailored specifically to your organisation ☐

Does Your Policy Contain...

- Stepwise procedures ☐
- Clear index of procedures ☐
- Relevant paperwork & forms ☐
- Procedures relating to every medicines-related task undertaken in your organisation ☐
- Procedures specific to medicines administered in your organisation ☐
- Exceptions for when things don't go to plan ☐
- Details for who you can access for support ☐



**Clear &
Complete
Medicines Policy**



Opus Medicines Policy Self-Assessment Tool

Have You...?

- Communicated the procedures to your staff
- Discussed procedures at team meetings
- Reviewed your processes in line with the procedures
- Trained your staff on how to follow the procedures

☐☐☐☐

**Well Implemented
Procedures**

Action Plan

Now you've completed your self- assessment. Write your next step actions with timescales in the box below.

Action	By When?	Done?
Review self-assessment with senior members of staff	End June	<input type="checkbox"/>
Contact Opus to discuss updating your policy documents	Early July	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>