

### **About this Unit**

This standard covers receiving and storing medications and products in a variety of settings, such as hospitals and nursing and residential homes.

The medication and products may be from a number of different sources including the individuals who have been prescribed the medication, and from pharmacy. The storage of medication includes stock rotation, maintaining suitable conditions and disposing of out of date stock. It does not include the storage of controlled drugs.

Users of this standard will need to ensure that practice reflects up to date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

It is essential that you adhere to the Evidence Requirements for this Unit

<b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>
<b>Simulation:</b>
<ul style="list-style-type: none"> <li>◆ Simulation is <b>NOT</b> permitted for any part of this Unit.</li> <li>◆ <b>The following forms of evidence ARE mandatory:</b></li> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. <b>For example</b>, you could be observed undertaking a task during which you follow all health and safety practices and manufacturing guidelines when handling medication.</li> <li>◆ <b>Professional discussion:</b> Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, discuss with your assessor/expert witness how you dispose of out of date, damaged or part used medication and how you record this.</li> </ul>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <li>◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</li> </ul>
<b>GENERAL GUIDANCE</b>
<ul style="list-style-type: none"> <li>◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.</li> <li>◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.</li> <li>◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.</li> <li>◆ All evidence must relate to your own work practice.</li> </ul>

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 The current European and National legislation, national guidelines, organisational policies and protocols in accordance with clinical/corporate governance which affect your work practice in relation to receiving and storing medication and products.	
2 Your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and clinical/corporate governance.	
3 The duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer.	
4 The importance of working within your own sphere of competence when and seeking advice when faced with situations outside your sphere of competence.	
5 The importance of applying standard precautions to the receiving and storing of medication and products and the potential consequences of poor practice.	
6 A working knowledge of the various methods of good practice and general hygiene in respect of yourself and storage facilities	
7 The different places and environmental conditions required for the storage of medication, including why some medications require special storage conditions and others do not.	
8 The importance of not overfilling drug fridges to allow air to circulate freely.	
9 Some categories of medication such as ‘over the counter’ and ‘prescription only’.	
10 The types of problems which may occur during the storage of medication and the appropriate action to take.	
11 The safe methods of handling medication and products.	
12 The procedures for the disposal of out of date, damaged or part used medication and the relevant record keeping.	
13 The consequences of acting outside the limits of your role and competence.	
14 The need to record information in connection with medication storage and security.	
15 The importance of keeping full and accurate records and the consequences if this is not done.	

**DK53 04 (CHS1)      Receive and store medication and products**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
16 The importance of immediately reporting any issues which are outside your own sphere of competence without delay to the relevant member of staff.	

**DK53 04 (CHS1)      Receive and store medication and products**

<b>Performance Criteria</b>		<b>DO</b>	<b>RA</b>	<b>EW</b>	<b>Q</b>	<b>P</b>	<b>WT</b>	<b>PD</b>
1	Apply standard precautions for infection prevention and control and take other appropriate health and safety measures.							
2	Work within your remit and responsibility.							
3	Ensure the individual understands the need to inform you of any medication they may have.							
4	Ensure the safety of the individuals' medication and care by asking them to hand them over to you for reference to by other staff, and for safe storage.							
5	Record all medication and products received from individuals in the appropriate documents.							
6	Tell the individual what will happen to their medication and products.							
7	Inform other relevant staff about the medication and products received from individuals prior to storage.							
8	Store all medication and products immediately in the appropriate place in line with legal and organisational requirements and record all actions.							
9	Ensure that storage conditions are correct for the type of medicine and are in accordance with the manufacturers recommendations.							
10	Handle all medication safely in accordance with manufacturer's instructions and adhering to health and safety practices.							
11	Where applicable, check any stock you have received from other sources against the correct documents and make the appropriate recordings.							
12	Where applicable, rotate stock following agreed procedures, referring to dates of prescription and expiry and dispose of out of date stock or unwanted stock in accordance with clinical/corporate governance requirements.							

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<b>Performance Criteria</b>	<b>DO</b>	<b>RA</b>	<b>EW</b>	<b>Q</b>	<b>P</b>	<b>WT</b>	<b>PD</b>
13 Where applicable, inform the relevant staff: (a) if you identify a problem with the receipt and storage of medication or products (b) when stocks of medication and products are low and need replenishing							

*DO = Direct Observation*  
*EW = Expert Witness*  
*PD = Professional Discussion*

*RA = Reflective Account*  
*P = Product (Work)*

*Q = Questions*  
*WT = Witness Testimony*

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....