The East Riding of Yorkshire has an increasing elderly population so the number of people needing assistance with their medication in their own home is increasing. The ability of the aging population to deal with the increase in complexity of the medication regimes, especially where they have been discharged from hospital into the domiciliary care setting, is having a direct effect on Social Care and Health Care. These issues do not just affect the elderly but also the vulnerable, those with memory impairment and those with Long Term Conditions.

East Riding of Yorkshire Council Adult Services, NHS East Riding of Yorkshire and the East Riding and Hull Local Pharmaceutical Committee have worked in partnership on the:-

- Joint ERYC and NHS ERY Policy ‘Administering Medication Safely in the Social Care Sector’
- Domiciliary Medication Pathfinder - a phased implementation of the policy in the domiciliary care sector.

The policy has been written in line with Regulations and the standards prescribed by the Care Quality Commission (CQC).

For the domiciliary care sector the procedures written down in accordance with the Joint Policy state that:-

**Domiciliary Care Workers will administer medication from original containers and record the administration of medication on a Domiciliary Medication Administration Record (domMAR)**

The **domMAR** is provided by the NHS ERY Local Enhanced Service EL6b Preparation of Domiciliary Medication Administration Records (domMAR) through Community Pharmacies, Dispensing Practices and Hospital Pharmacies

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1. **Why do Domiciliary Care Workers need Medication Administration Records?**
   The Care Quality Commission Document “Professional Advice: Medicine administration records (MAR) in care homes and domiciliary care” explains the Regulatory requirements and the National Minimum standards for domiciliary care with regards to recording the administration of medication. [http://www.cqc.org.uk/_db/_documents/20080610_professional_advice_medicine_administration_records.doc](http://www.cqc.org.uk/_db/_documents/20080610_professional_advice_medicine_administration_records.doc)

2. **Who decides that a Service User will require help with medication?**
   An Assessment Officer or Care Co-ordinator from East Riding of Yorkshire Social Services following a Fullers Assessment will decide if the service user will require carers to help with medication.

3. **Who informs the Pharmacy or Dispensing Practice when a domMAR is required for a Service User?**
   The Assessment Officer or Care Co-ordinator should contact the Pharmacy or Dispensing practice to discuss the service user's need for a domMAR and then send a copy of the Domiciliary Medication Administration Record Request Form as written evidence for the Pharmacies or Dispensing Practices records.
   If individual carers or family members request a domMAR then they should be referred back to their East Riding of Yorkshire Social Services Care Co-ordinator.

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Please keep in your Blue Contract file under ‘Fact Sheets’
4. Do all items on the prescription need to be on the domMAR when help from care workers is only given for selected items?
Yes. When a service user first requires help with their medication they may only require help with a limited number of items e.g. creams. In time a service user may require help with more medication and by ensuring all the medication appears on the chart, carers are able to help immediately. Please ensure that the copy labels are produced at the same time as dispensing the prescription.

5. What happens to prescriptions brought in mid way through the month?
When prescriptions are presented mid way through the monthly cycle it is the carer’s responsibility to bring in the existing domMAR for a new label to be applied. Remember a label should only be applied to the domMAR at the time of dispensing.

When the new prescription brought in mid-cycle is for a long term medicine:
- Dispense the product and generate ONE copy label, keep this with the original prescription then wait for the carers to bring in the patient’s domMAR (don’t deliver item to the patient).
- When the carer brings in the domMAR attach the label to the chart and issue the medication
- Having reviewed the chart and using your professional judgement advise the carers and/or contact the GP surgery to ensure that the new medication is synchronous with all others on the chart in future months.

When the new prescription brought in mid-cycle is for an acute medicine:
- Dispense the product and generate TWO copy labels, keep these with the original prescription then wait for the carers to bring in the patient’s domMAR (don’t deliver item to the patient)
- When the carer brings in the domMAR attach one of the labels to the chart and issue the medication
- Assess if the course will finish before the chart is completed.
  - If yes destroy the second copy label
  - If no retain the second copy label with the prescription. This is to be attached to the chart issued the following month.

If carers are persistently not bringing back the domMAR then you will need to contact the Care Co-ordinator at East Riding of Yorkshire Social Services

6. Is it the pharmacist’s responsibility to contact the Prescriber to arrange a new prescription if

1. The quantity is inappropriate (greater than 28/30 days)?
2. The medicines need synchronizing if a new medicine is added part way through the current cycle?

Yes. These interventions are outside the remit of the essential dispensing service, they relate to a need that has arisen specifically because the service user requires a domMAR. This is mentioned in both the Service Specification and the Standard Operating Procedure for Enhanced Service EL6b - PREPARATION OF DOMICILLARY MEDICATION ADMINISTRATION RECORDS. In most cases the pharmacist may be best placed to make these interventions because of their links with the surgeries and understanding of the medication management process. The pharmacy has been supplied with a standard intervention letter for the service.

Please keep in your Blue Contract file under ‘Fact Sheets’
7. Are “when required” medications required to be supplied each month?
Yes. The service user will need a new supply so that it is correctly documented on the domMAR.
Please note: Quantities may need to be reviewed to avoid unnecessary wastage although cost implications to the NHS need to be considered.

8. Is it the pharmacist’s responsibility to contact the Prescriber to clarify a dose of a medication when a prescription states “as directed” or “when required” for a patient who requires a domMAR.
Yes. Carers are unable to administer a medication to a service user if there are no dosage directions for a medication.

9. What happens if a domMAR from a different pharmacy is brought into the pharmacy for a prescription to be dispensed mid month?
The prescription can be dispensed and the label added to the domMAR in the usual manner. Whilst in an ideal world we would encourage carers to use the same pharmacy there may be times when this is not physically possible. You may need to reassure the carer that having two different pharmacy labels on the domMAR is ok.

10. Can we supply East Riding of Yorkshire Social Services Domiciliary Medication Administration Records for unpaid or privately funded carers to use?
No. East Riding of Yorkshire Social Services Medication Administration Records cannot be used for clients that have unpaid or privately funded carers. The NHS ERY has paid for the domMAR’s to be produced and will only supply them to the pharmacies for the Enhanced Service EN6b-PREPARATION OF DOMICILIARY MEDICATION ADMINISTRATION RECORDS (domMAR).

11. What can we do for people receiving care from unpaid or privately funded carers?
You can produce a Medicines Administration Chart (MAR) in line with the RPSGB guidelines. If the charts are for carers to follow then you can, if you wish, make a charge.  

12. Who should we contact if we are having any problems relating to care workers/use of domMARs?
Ensure you have the service users name to hand and then contact the Home Care Provider or East Riding of Yorkshire Social Services Care Coordinator who should be able to put you in contact with the relevant person who will be able to answer any questions. These details should appear on the copy of the Domiciliary Medication Administration Record Request Form that you received from East Riding of Yorkshire Social Services when you agreed to take a service user.
If you continue to have problems then contact the Medicines Management Team at the PCT on 01482 672142

To order your next supply of Pre-Printed Domiciliary Medication Administration Records (domMAR’s) please contact;

NHS ERY Medicines Management Team on 01482 672003 / 672029

Please keep in your Blue Contract file under ‘Fact Sheets’