



Arrangements for:

**Professional Development Award
(PDA) in Health and Social Care:
Administration of Medication at
SCQF level 7**

Group Award Code:G9V5 47

Validation date: May 2010

Date of original publication: August 2010

Version: 02 (October 2017)

Acknowledgement

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

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1 Introduction

This is the Arrangements Document for the PDA Health and Social Care: Administration of Medication at Scottish Credit and Qualification Framework (SCQF) level 7 which was validated in May 2010. This document includes: background information on the development of the Group Award, its aims, guidance on access, details of the Group Award structure, and guidance on delivery.

This award is a new qualification at SCQF level 7 which has been designed to meet the requirements of social service workers who are in a job role where they assist in or administer medication to individuals.

The PDA Health and Social Care: Administration of Medication at SCQF level 7 is also designed to provide Continuing Professional Development (CPD) for employees who are in a job role where they assist or administer medication to individuals.

Delivery of the award provides a combination of reading, research and practice-based learning all of which are assessed through examples generated by real work experience.

This document includes background information on the development of the award, its aims, guidance on access and delivery and details of the award structure.

2 Rationale for the development of the Group Award

The Scottish Commission for the Regulation of Care (hereafter referred to as the Care Commission now the Care Inspectorate). is the organisation which has statutory responsibility for inspecting Social Services within Scotland under the Regulation of Care (Scotland) Act 2001. The Care Commission (now the Care Inspectorate) have become increasingly concerned that the training provided in relation to the administration of medication is not sufficiently robust or consistent to have an impact on raising the quality of the service to individuals receiving care. Key findings within the Commission for Social Care Inspections report 'Handled with Care' (February 2006) made clear that appropriate training for care workers on the safe handling of medication is essential.

The requirement in Scotland for carers to have appropriate training comes from Scottish Statutory Instrument 2002 No 114 Regulation 13 which states: (a) ensure that at all times suitably qualified and competent persons are working the care service in such numbers as are appropriate for the health and welfare of service users, and (c) ensure that persons employed in the provision of the care service receive training in the work they are to perform.

Care Commission (now the Care Inspectorate) Officers' concern was heightened further by the joint report entitled 'Remember I'm Still Me' (May 2009) which focused on investigations undertaken jointly by the Care Commission (now the Care Inspectorate) and the Mental Welfare Commission. The report findings were based on a series of unannounced visits which took place between August 2008 and March 2009.

The findings raised a range of concerns, the most notable being the excessive use of drugs to control behaviour and the lack of regular reviews on the medication being given to individuals.

The following is a summary of the finding related to the administration of medication taken from the report.

The review — which included interviewing care home managers and staff, speaking to people living in care homes and reviewing residents' personal plans and medication records revealed:

- ◆ 75% of people were taking 'psychoactive' drugs, given for behaviour problems, depression or insomnia.
- ◆ Concerns that many people had been on the same medication for long periods with no regular reviews.
- ◆ 20 people (1.5%) had been given covert medication. In the nine care homes where this was happening staff didn't know enough about how to do this lawfully and safely.
- ◆ Very few people had a planned yearly health check by their GP.
- ◆ None of the homes had a system for recording medicines to the required standards.
- ◆ Evidence of some GPs prescribing medicine without seeing the person first.
- ◆ No records of clinical pharmacists visiting care homes.

The position of the Care Commission (now the Care Inspectorate) is to encourage care workers involved in medicines administration to work towards the competencies found in the SVQ Health and Social Care (Adults) at level 3 and specifically in the Unit *Administer Medication to Individuals* (8 SCQF credits at SCQF level 6).

Data from the December 2008 annual return show that for combined housing support/care at home services 8.3% of staff who administer medicine have gained this qualification, and in the care home sector 44% had achieved relevant qualifications.

As a result of the above in 2008 SQA was invited to work with the Care Commission (now the Care Inspectorate) to certificate a qualification which could be used for the purposes of training staff in the delivery of medication within any care setting. Widening access to the qualification is important in recognising that more and more care provision is now delivered to individuals in their own home and that the care staff providing this support would benefit from a greater level of understanding in the area of medication.

The initial discussions acknowledged the existence of the Unit within the SVQ Health and Social Care (Adults) at level 3, now identified as DK2X 04 (SFH CHS3) Administer Medication to Individuals, although it is not mandatory that Social Care practitioners who administer medication undertake this Unit. It was confirmed that whilst the knowledge contained within the Unit is explicit, the manner in which this knowledge is delivered is not prescribed. The Unit has been credit rated and levelled against the SCQF at 8 SCQF credit points at SCQF level 6.

It is important to note that SVQs by their nature do not provide learning or training; they are designed to be the assessment of a candidate's current knowledge and its application to practice and are aimed to certificate competence in practice. They are not necessarily linked to training programmes. In consideration of this it was felt that a taught knowledge based Unit to support the assessed practice would be beneficial.

Following a meeting between SQA, the Sector Skills Council, the Scottish Social Services Council and the Care Commission (now the Care Inspectorate) the following was proposed.

- ◆ The development of a Higher National Unit, 1 HN credit, (8 SCQF credit points at SCQF level 7), packaged with the SVQ Unit (8 credit points at SCQF level 6) to form the PDA Health and Social Care: Administration of Medication at SCQF level 7
- ◆ Documentation be prepared to support the delivery of the HN Unit, which includes an Assessment Exemplar and Learning/Teaching pack
- ◆ The possibility of adding the new HN Unit to the optional section of the HNC Social Care framework (G7ME 15) for CPD purposes be explored.
- ◆ The Care Commission (now the Care Inspectorate) and the Scottish Social Services Council agreed to jointly launch the award with SQA, and to promote the participation as good practice.

Following this proposal, SQA consulted with the Care sector via Survey monkey.

This survey attracted a high response and led to an initial meeting with sector representatives in early September 2009 to establish a Qualification Design Team (QDT) and to draft a Unit outline for the knowledge based Unit.

Feedback from this meeting was then collated and used to develop the Unit and further consultation meetings were held in December 2009 and January 2010 when comments were noted and incorporated into the final version of the Unit.

At each stage of the process it was made clear that the proposal was for a knowledge based Unit to underpin and contribute to the practice based SVQ Unit and it was agreed by all those participating in the consultations that a Professional Development Award consisting of two Units was the most appropriate way to achieve the desired standard of practice.

Each PDA progresses according to the qualification's SCQF level and, as far as possible, incorporates SCQF terms of reference. As such, this award has been developed at SCQF level 7 in order to take into account the critical evaluative, analytical and reflective abilities required for a candidate in social services to develop professionally.

The PDA Health and Social Care: Administration of Medication at SCQF level 7 comprises two mandatory Units, these are:

- ◆ F9D9 34 *Administration of Medication*
- ◆ DK2X 04 (SFH CHS3) *Administer Medication to Individuals*

In the PDA Health and Social Care: Administration of Medication at SCQF level 7 the contextualisation for social services is achieved through the Knowledge, Skills and Outcomes in each Unit.

3 Aims of the Group Award

The aims as listed in 3.1 and 3.2 reflect the rationale for creating the award; are consistent with the registration criteria of the SSSC; are benchmarked against SCQF level 7; and meet the objectives of those consulted during the design process, including those who are employing workers in a role which involves the administration of medication.

3.1 General aims of the Group Award

The overall aim of the award is to equip candidates to undertake the administration of medication with knowledge and skills that have been formally assessed at SCQF level 7. To achieve the award, candidate demonstration of these skills, abilities and competences will be consistent with the SCQF level 7 benchmark.

3.2 Specific aims of the Group Award

The specific aims relate to the principles and practice of administering medication and to the characteristic Outcomes of learning at SCQF level 7.

In particular, the award will equip candidates with the knowledge, skills and understanding required to prepare for, administer and monitor the effects of medication on individuals. It will enable them to understand how to record store and dispose of medicines correctly. They will become more familiar with adverse reactions and how to respond to emergency situations.

This will be achieved by candidates being able to:

- ◆ understand the procedures and principles of medicine management
- ◆ describe the signs and symptoms of adverse reactions to medication
- ◆ explain the principles of safe administration of medication
- ◆ prepare to administer medication to individuals
- ◆ administer, report on and monitor individual's medication

3.3 Target groups

For this award, including and beyond those currently affected by the requirements of the SSSC register, examples of the typical candidate include those who are involved in administering medication in social services and related settings, examples of possible job titles include residential care workers, support workers and day care workers in services for older people, children and young people, mental health, care at home and housing support, personal assistants.

Entry is dependent on previous experience and current level of involvement in the administration of medication, not necessarily the current job title. Eligibility of potential candidates will be at the discretion of centres with the proviso that candidates are actively involved in the administration of medication to individuals as part of their job role and function.

3.4 Continuous Professional Development

The PDA Health and Social Care: Administration of Medication at SCQF level 7 provides CPD for candidates who are in roles where they administer medication within the wider social services workforce. It allows an opportunity for those who wish to further the development of their skills to gain formal recognition.

Candidates who successfully complete the PDA Health and Social Care: Administration of Medication at SCQF level 7 may seek to progress to SVQ level 3 in Social Services and Healthcare, or SVQ level 3 Health Care Support at SCQF level 7 and HNC Health Care at SCQF level 7.

Achievement of the PDA Health and Social Care: Administration of Medication at SCQF level 7 may offer an opportunity to candidates to progress to further professional qualifications and to seek some recognition of prior learning from their studies.

Candidates who have previously completed the SVQ level 3 Unit DK2X 04 (HSC 375) *Administer Medication to Individuals* may wish to complete the Unit *Administration of Medication* to advance, update or confirm their knowledge base.

4 Access to Group Award

Candidates wishing to undertake this award should be able to demonstrate effective communication and interpersonal skills and be able to use these skills to give an account of their experiences, reflect on them, make valid conclusions and express strengths and development needs, both personal and organisational. This may be demonstrated by relevant qualifications at SCQF level 5 or above with relevant experience in a social services or other relevant setting or by the achievement of SVQ level 3 Health and Social Care or one of its predecessor qualifications.

Candidates should be aware that evidence of work or practice cited towards establishing entry criteria, or used towards assessment at any level, should not be outdated and should have acceptable currency. They would be expected to evidence some knowledge of the role of a care worker in administering medication. The evidence may be provided in a variety of formats, e.g. through an employer's reference or the process of application and interview in the absence of certificated learning.

Acceptance of relevant equivalent qualifications and or experience is at the discretion of centres delivering the award. However, centres must ensure that candidates are in an appropriate job role to be able to meet the National Occupational standards as prescribed in the Unit DK2X 04 (SFH CHS3) *Administer Medication to Individuals*.

5 Group Award structure

The award is achieved on the successful attainment of both mandatory Units which are listed in the table in Section 5.2. The award comprises a total of two SQA credits making up 16 SCQF credit points.

5.1 Framework

Unit title	Code	SCQF credit points	SCQF level	SQA credit value
Administration of Medication	F9D9 34	8	7	1
Administer Medication to Individuals	DK2X 04	8	6	1

5.2 Mapping information

The SCQF descriptors place this award at SCQF level 7. On completion of the award, the candidate would complete 16 SCQF credits.

The two Units in this award may provide some links into other Units within the National Occupational Standards for Social Services and Health Care at level 3 or the HNC Social Services and SVQ Health Care Support (Clinical) at level 3.

The SVQ Unit Administer Medication to Individuals also appears in the following qualifications:

SVQ Social Services and Health Care level 3 (SCQF level 7)
 SVQ Social Services Health Care Support (Clinical) level 3 (SCQF level 7)
 HNC Social Services (SCQF level 7)

There are links between the Unit DK2X 04 (SFH CHS3) *Administration of Medication to Individuals* and the following Units from the SVQ Social Services level 3 (SCQF level 7) and 4 (SCQF level 9).

H5RY 04 (SCDHSC 0031) *Promote Effective Communication*
 H5LD 04 (SCDHSC0032) *Promote Health, Safety and Security in the Work Setting*
 H5LE 04 (SCDHSC0033) *Develop your Practice through Reflection and Learning*
 H5S0 04 (SCDHSC0035) *Promote the Safeguarding of Individuals*
 H5LF 04 (SCDHSC0034) *Promote the Safeguarding of Children and Young People*
 H5S1 04 (SCDHSC0328) *Contribute to the Planning Process with Individuals*
 H5T1 04 (SCDHSC0385) *Support Individuals at the End of Life*
 H5V0 04 (SCDHSC3122) *Support Individuals to use Medication in Social Care Settings*

5.3 Articulation, professional recognition and credit transfer

It is expected that centres delivering the award implement Recognition of Prior Learning (RPL) mechanisms and policies. The document entitled *Recognition of Prior Informal Learning (RPL): guidance and resources for mentors and learners, SSSC 2007* provides guidance on the mechanisms, policies and support. Implementation of the guidelines helps ensure consistent RPL policies across Scotland.

The purpose of the guidelines is to assist providers in developing and operating processes of recognising prior learning within the suite of Health and Social Care qualifications. The guidelines are applicable to the PDA Health and Social Care: Administration of Medication at SCQF level 7.

The guidelines define what is meant by RPL and explain the ways in which these processes can be used within the award. The guidelines provide guidance on the process of awarding credit for prior learning. In order to ensure quality, consistency and transparency, all providers should follow the same process.

6 Approaches to delivery and assessment

6.1 Delivery

Delivery of the award provides a combination of off-the-job and workplace learning.

This award has been designed to be delivered through a partnership approach engaging with employers, training providers and SQA approved centres. Centres delivering the PDA Health and Social Care: Administration of Medication at SCQF level 7 must be approved by SQA.

It is important that the award is accessible to potential candidates without disadvantage resulting from geographical location or other structural factors. The award should:

- ◆ articulate with related qualifications
- ◆ be flexible in delivery to allow comprehensive geographical access and participation, including by distance learning
- ◆ be delivered through education providers/employers

The award involves candidates in a significant amount of experiential learning. Candidates are required to operate effectively under direction, to critically analyse and reflect on their experiences and to be able to make conclusions for their future behaviours and development.

Given that the award is based on practice, centres should set timescales for completion which are flexible and suit the requirements of the individual candidates and their professional areas.

The delivery of the two Units in the award may be either sequential or simultaneous. If sequential you can deliver the HN Unit F9D9 34 *Administration of Medication* before the SVQ Unit DK2X 04 ((SFH CHS3) *Administer Medication to Individuals*. It is important that candidates gain an understanding of the theoretical concepts, legislation and procedures and that they understand the principles and processes of medicine management before they undertake the assessment of their practice which is contained within the SVQ Unit.

Although centres can choose the order in which they deliver the Units, it is likely that the knowledge based Unit will be delivered first and that there will also be considerable integration of content and assessment as the candidate demonstrates their knowledge through practice. It is imperative that regardless of the extent of integration, the Evidence Requirements for the Unit F9D9 34 *Administration of Medication* are met in full.

The facilitation of learning for the award should be through a range of approaches including face-to-face inputs, blended and other forms of directed and self-directed learning.

The delivery mechanisms adopted by centres should be flexible to allow comprehensive access and participation, including distance and e-learning. An Outcomes-based approach, centred round the learning needs of the individual, may best meet the requirement for flexible delivery. The delivery of the award must take account of its practical nature and of the occupational backgrounds of candidates.

At the outset, centres should make candidates aware of the requirements of the award, including the need to gather evidence, critically analyse and evaluate and report on their experiences. They should also inform candidates at the outset about the type of evidence they have to provide in order to complete each individual Unit and the award successfully. It is likely that delivery of each Unit will consist of some initial orientation and briefing sessions after which candidates should take some responsibility for their own independent learning. Centres should make suitable arrangements to support and guide candidates throughout. This could involve regular meetings with candidates on an individual basis or in groups or through web based discussion.

Direct observation of real work practice is required for the SVQ Unit DK2X 04 ((SFH CHS3) *Administer Medication to Individuals*. Centres should be aware of the need to validate the practice examples candidates are required to undertake for the Unit F9D9 34 *Administration of Medication* and seek to carry out their direct observations on candidates performing tasks which relate to their role in administering medication to individuals.

Candidates may also require refreshment in writing evaluatively, analytically and reflectively and this can be done through meetings for this purpose early in the delivery of the award or as part of an induction programme. Guidance will also be needed on the shape and length and timing of the assignments and the reflective accounts of real work practice.

The Unit Specifications provide centres with details of Evidence Requirements and guidance on content, context, delivery and assessment. In summary, the award covers the following indicative content:

Administration of Medication:

- ◆ Care principles and values
- ◆ Consent to treatment
- ◆ Standards and codes of practice
- ◆ Care planning, risk management and protection
- ◆ Compliance with medication guidelines
- ◆ Storage and handling of medicines
- ◆ Medication recording and reporting
- ◆ Risk management prior to and during administration of medication
- ◆ Physiological measurements
- ◆ Signs and symptoms of allergic reactions
- ◆ Dangers of adverse reactions
- ◆ Hygiene and infection control
- ◆ Medication types
- ◆ Routes, dosage, timing and frequency
- ◆ Preparation of medication, including self-medication
- ◆ Equipment for the safe administration of medication
- ◆ Disposal of medicine and equipment
- ◆ Medication errors
- ◆ Establishing that medicine is taken
- ◆ Medical and Legal implications — refusal of medication, covert medication

Administer Medication to Individuals

Knowledge related to:

- ◆ Legislation and organisational policy and procedures
- ◆ Theory and practice
- ◆ Communication skills
- ◆ Care and Support
- ◆ Pharmacology
- ◆ Materials and equipment
- ◆ Procedures and techniques
- ◆ Reporting, recording and documentation

Performance Criteria:

- ◆ Preparing to administer medication to individuals
- ◆ Administer, report on and monitor individual's medication
- ◆ Maintaining stock and disposing of medication

6.2 Learning materials

A Teaching and Learning pack will be available through SQA to allow candidates to undertake the learning required for the award through self-motivated or supported delivery. This contains exercises, tasks and handouts which are designed to enable candidates to check and affirm their learning at regular intervals throughout the process and will also provide them with a resource bank of information and sources of reference.

The materials recommended will be useful and include a wide range of formats including paper, web pages, PDF and Word documents.

Significant changes to legislation or practice guidelines identified over time will be addressed by updating or preparing new materials or formats. These will be considered and commissioned as necessary in order to promote a blended learning experience.

6.3 Assessment

The award takes a holistic approach to assessment this is necessary as the two units provide candidates with the opportunity to demonstrate their learning through practice that will be observed and validated. There is an emphasis on assessing the whole Outcome or a combination of Outcomes across one or both Units. Centres are encouraged to identify opportunities for integration of assessments across both Units in the award. Unit Specifications detail the Evidence Requirements and Performance Criteria for each Unit.

The award provides a number of opportunities for developing a range of assessment methods. Assessment provides the opportunity for candidates to demonstrate their skills and knowledge. It is continuous, pragmatic and based on learning outputs.

As part of their individual candidate management process, centres should devise varied assessment strategies suited to the needs, learning styles and professional environments of candidates.

The key principles of assessment for these awards are that they should be:

- ◆ Objective, fair and equitable
- ◆ Quality assured — internally and externally
- ◆ Understandable, transparent and in a format appropriate to the candidate
- ◆ Aligned and appropriate to the content of the Units and Outcomes at the relevant SCQF level
- ◆ Proportionate while robust and demanding
- ◆ Timely and ongoing throughout the delivery of the award
- ◆ Incremental and developmental
- ◆ Redeemable (providing opportunity for reassessment)
- ◆ Efficient and manageable (ie cost, time and resources)

Additionally, assessment should:

- ◆ model good assessment practice
- ◆ incorporate the flexibility to adapt to different learning styles
- ◆ include provision of a clear, accessible RPL process

6.4 Integration of assessment

The focus of the award is on the development of competence to use a range of principal skills, some specialised skills and advanced applications to achieve Unit Outcomes. The award is suitable for holistic assessment covering the Outcomes of the Unit F9D9 34 *Administration of Medication* in the award and the recommended assessment mechanism is a case study in which the candidate explains their work with individual(s) in relation to the Evidence Requirements.

The case study approach allows candidates flexibility in relation to evidence gathering and scope to generate their evidence over time and in a way that best fits with their practice setting. Candidates can demonstrate that they have achieved the Unit Outcomes by gathering evidence and presenting it in the form of a practice based case study.

Candidate evidence should be based on naturally occurring circumstances during the course of their day to day activity. This approach encourages candidates to reflect on the nature of what they do on a daily basis in relation to the administration of medication.

Centres should provide advice and guidance to candidates on how to prepare reflective accounts of their practice which call for reflection and analysis. Their evidence should be presented as a coherent and logical whole rather than a collection of disparate items of evidence and should demonstrate their knowledge, understanding and skills in relation to the Units. A clear plan of assessment should be devised which recognises opportunities for direct observation of candidates in areas which are not invasive to the individual receiving the service.

Overall this should encompass a demonstration of:

- ◆ professional performance the candidate has achieved as a result of administering medication to individuals
- ◆ candidate's ability to critically analyse and review own experiences
- ◆ candidate's application of relevant theories, methodologies and standards

Centres should advise candidates about assessment requirements and encourage them to seek opportunities to generate evidence that would span more than one Outcome and/or more than one Unit. Combining evidence from both Units should be encouraged wherever possible. It gives candidates the chance to develop a more comprehensive approach to their practice, but also highlights the close connections and relationships between the knowledge and practice involved in the task of administering medication. It may also enable candidates to make use of the same piece of evidence in different contexts.

6.5 Open learning/online learning

The Unit F9D9 34 *Administration of Medication* within the PDA Health and Social Care: Administration of Medication at SCQF level 7 can be delivered by open/distance learning as well as on an online basis.

It is expected that centres delivering this award would deploy a blended solution which might include elements of e-Learning or other flexible methods of delivery.

This approach does not preclude the SVQ Unit *Administer Medication to Individuals* although this Unit must also include direct observation of real work practice carried out by an appropriately qualified assessor/expert witness.

In this context, planning and resources are required for candidate support, assessment and quality assurance. A combination of new and traditional authentication tools may have to be devised for assessment and re-assessment purposes.

7 General information for centres

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements.

Internal and external verification

All instruments of assessment used within this/these Group Award(s) should be internally verified, using the appropriate policy within the centre and the guidelines set by SQA.

External verification will be carried out by SQA to ensure that internal assessment is within the national guidelines for these qualifications.

Further information on internal and external verification can be found in *SQA's Guide to Assessment* (www.sqa.org.uk).

8 General information for candidates

The PDA Health and Social Care: Administration of Medication at SCQF level 7 is designed to equip you with the skills, knowledge and understanding you require to achieve the Units.

The Unit entitled F9D9 34 *Administration of Medication* has been designed to provide you with the knowledge required to prepare for, administer and monitor the effects of medication on individuals. It will enable understanding of how to record store and dispose of medicines correctly. In addition, you will learn about adverse reactions and how to respond to emergency situations.

Outcome 1: Understand the procedures and principles of medicine management

In this Outcome you will look at the role of care principles and values in giving consideration to the rights and expectations of the individuals you support. You will consider these rights in relation to consent to treatment, care planning, risk assessment and protection from harm. You will look in detail at the codes of practice for your area of care and learn the importance of accurate up to date medication recording and reporting. You will also have the opportunity to evaluate the effectiveness of your own organisations care planning, recording and reporting procedures and processes.

Outcome 2: Describe the signs and symptoms of adverse reactions to medication

In this Outcome you will learn about adverse reactions including allergic reactions and the appropriate action to take in these circumstances. You will also study infection control and hygiene and how to minimise, manage and prevent risk before, during and after administering medication. You will look at types of physiological measurements and the role these play in assisting in your monitoring of individuals.

Outcome 3: Explain the principles of safe administration of medication

In this Outcome you will learn about types of medication, dosage, routes of administration, timing and frequency, preparation of medication, equipment for the safe administration of medication and disposal of unused medicines and medication errors. You will also learn about the areas of refusal to take medication and the use of covert medication through gaining an understanding of legislation, policy guidelines and procedures which inform good practice.

The assessment for this Unit may take the form of a case study in which you may refer to your own work practice in administering medication to individuals and identify, describe and explain the knowledge you have gained in each of the Outcomes.

This knowledge based Unit F9D9 34 complements the practical Unit *Administer Medication to Individuals* DK2X 04 (SFH CHS3) You may undertake this Unit as part of the Professional Development Award Health and Social Care: Administration of Medication at SCQF level 7. If you have previously achieved this SVQ Unit or its predecessor DK2X 04 (HSC 375) Administer Medication to Individuals as part of your Health and Social Care SVQ at level 3 you may choose to undertake this Unit for Continuous Professional Development purposes.

Where you are studying this Unit as part of the PDA Health and Social Care: Administration of Medication at SCQF level 7 you will also be undertaking the SVQ Unit DK2X 04 (SFH CH3) *Administer Medication to Individuals*.

Your job role will involve you in administering medication in social services and related settings, examples of possible job titles include residential care workers, support workers and day care workers in services for older people, children and young people, mental health, care at home and housing support, personal assistants.

Unit: Administration of Medication

In order to complete this Unit you will be required to meet the Knowledge Specification and the Performance Criteria. The range of knowledge questions contains:

- ◆ Legislation, policy and procedures
- ◆ Communication skills
- ◆ Care and Support
- ◆ Pharmacology
- ◆ Materials and equipment
- ◆ Procedures and techniques
- ◆ Reporting, recording and documentation

Performance Criteria:

- ◆ Preparing to administer medication to individuals
- ◆ Administer, report on and monitor individual's medication
- ◆ Maintaining stock and disposing of medication

In order to achieve all of these you must follow the Evidence Requirements for this Unit which are as follows:

- ◆ **Direct observation:** Your assessor/expert witness must observe you in real work activities which provide evidence for a significant number of the Performance Criteria for both elements of this Unit. You should be observed both in the preparation of administering medication and in the actual administration and monitoring of it, including how you take all the necessary standard safety precautions to do this. The observation should include how you relate to individuals and communicate with them.
- ◆ **Reflective accounts/professional discussion:** These will be descriptions of your practice in administering medication according to set procedures. You should be able to give examples of how you dealt with any problems or adverse reactions.

Before you start this Unit you should agree and complete an assessment plan with your assessor which details the types of evidence you will be using and the tasks that you will be able to do to demonstrate your practice.

You must provide evidence for all of the Performance Criteria and all of the knowledge points.

The evidence you provide must be from your own work using the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice in the administration of medication and the National Care Standards.

All the evidence you use must relate to your own work.

9 Glossary of terms

Assessor — the person who assesses the candidate and makes a decision if he/she is competent, based on a variety of evidence.

Candidate — the person undertaking the PDA.

Care Inspectorate —The Regulators for Care in Scotland.

Case Study — an assignment in which you give an account of work you have undertaken based on real work practice in which you identify and explain the knowledge used through the use of reference to reading and research.

CPD — Continuous Professional Development.

Elements of competence — describe the activities workers are expected to perform.

Evidence Requirements — details of the specific evidence that is required for a Unit in the award in order for the candidate to meet the Outcome(s). Evidence Requirements are mandatory.

Expert witness — person who is occupationally competent in the candidate's area of work and who may see the candidate working on a daily basis. They are able to make a judgement about competence, but it is still the role of the assessor to incorporate these judgements into the final assessment decision.

External Verifier — is appointed by the SQA, the Awarding Body, to ensure consistency in assessment and internal verification across all centres offering the award

Internal Verifier — designated by the assessment centre to ensure that assessors are performing consistently in the use of assessment methods and assessment decisions.

Knowledge — this requires that candidates understand their actions, and can integrate knowledge and practice

Outcome — the description of an Outcome to be achieved by candidates in an HN Unit.

Performance Criteria (PCs) are built into each element and are the standards against which the work activities should be measured — and for which evidence of actual performance must be provided.

PDA Professional Development Award — designed for people who are normally already in a career or vocation, and who wish to extend or broaden their skills base. In some cases they will be designed for those wishing to enter employment.

RPL — Recognition of Prior Learning.

SCQF Scottish Credit and Qualification Framework, which is a new way of speaking about qualifications and how they inter-relate. We use SCQF terminology throughout this guide to refer to credits and levels. For further information on the SCQF visit the SCQF website at www.scqf.org.uk.

SCQF credits — 1 SQA HN credit is equivalent to 8 SCQF credit points. This applies to all HN Units, irrespective of their level.

SCQF levels — the SCQF covers 12 levels of learning. PDAs are available at SCQF levels 6 to 12 and will normally be made up of Units at SCQF levels 6 to 12.

SSSC — Scottish Social Services Council.

SVQ — Scottish Vocational Qualifications are work-based qualifications.

Qualification Design Team (QDT) — the QDT works in conjunction with a Qualification Manager/Officer to steer the development of the PDA from its inception/revision through to validation. The group is made up of key stakeholders representing the interests of centres, employers, further education colleges, training providers and other relevant organisations.

Unit — Units contain vocational/subject content and are designed to test a specific set of knowledge and skills.

10 Appendices

Appendix 1: Guidance on Occupational Competence of Assessors and Internal Verifiers

Appendix 2: Assessment Integration Opportunities

Appendix 1: Guidance on Occupational Competence of Assessors and Internal Verifiers for the SVQ Unit

- ◆ The following gives guidance on the qualifications and experience required by Assessors and Internal Verifiers delivering the SVQ Unit *Administer Medication to Individuals* as defined by the Assessment Strategy.

Required expertise of assessors, expert witnesses and internal Verifiers

Assessors

- ◆ Must be occupationally competent in the Units which they will assess, and be knowledgeable about legislation and codes of practice in relation to health and social care settings. Their competence and experience should be demonstrated through evidence of continuing professional development. This could be demonstrated through the possession of a relevant qualification and/or experience — for example, Social Work Qualification, Registered Nurse, SVQ 4, HNC and SVQ 3, or equivalents, combined with a minimum of two years' experience in a care setting.
- ◆ Must hold or be working towards the assessor qualification — L&D9Di, A1 or D32/33

Expert witnesses

- ◆ Must have a working knowledge of the National Occupational Standards (NOS) and the Units on which their expertise is based.
- ◆ Must have current experience and occupational competence as a practitioner or manager, for the Units on which their expertise is based, demonstrable through evidence of continuing professional development.
- ◆ Should hold **either** a qualification in assessment of workplace performance **or** have a professional work role which involves evaluating the practice of staff.
- ◆ Can only act as an Expert Witness if this has been determined and agreed in advance with the SVQ co-ordinator in a centre.

Internal Verifiers

- ◆ Must be occupationally knowledgeable in respect of the Units which they will verify, including relevant legislation and codes of practice. It is crucial that Internal Verifiers understand the nature and context of health and social care settings due to the critical nature of the work and legal and other implications of the assessment process.
- ◆ Must hold qualifications and/or experience equivalent to or above that of the assessor.
- ◆ Should occupy a position of authority which allows them to co-ordinate the work of assessors, provide advice and carry out duties as defined by Unit V1.
- ◆ Must hold, or be working towards the appropriate IV qualification (V1 or D34)

Guidance on Occupational Competence of Assessors and Internal Verifiers for the HN Unit

- ◆ It is recommended that personnel delivering the HN Unit F9D9 34 *Administration of Medication* should have sufficient knowledge and experience in the subject matter to be able to take the lead role in the assessment of candidates.

Appendix 2: Assessment integration opportunities

The award offers the opportunity to take an integrated approach to the generation of evidence to match the assessment process of the individual Units. A practice based case study of the candidate's role in the administration of medication within a real work setting can help facilitate such integration.

The example below shows where the evidence generated from a candidate's learning and practice-based activities can be used to satisfy the requirements of each Unit.

The example below should not be seen as prescriptive however, individual delivering centres are encouraged to identify an integrative approach to the gathering and presenting of evidence.

Assignment: It is recommended that assessment for the Unit F9D9 34 *Administration of Medication* is integrated for all Outcomes. The assessment must be based on practical work undertaken by the candidate, and will contribute towards the assessment for the other Unit in the award *Administer Medication to Individuals* DK2X 04 (SFH CHS3). Assessment for Unit F9D9 34 *Administration of Medication* could be a case study assignment of 2,000–2,500 words in which the candidate explains their work with individual(s) in relation to the Evidence Requirements.

It is recommended that the Unit F9D9 34 *Administration of Medication* be taught and assessed prior to the candidate undertaking the practice SVQ Unit (*Administer Medication to Individuals*).

It is however likely those candidates who achieve this Unit will have met the knowledge for through their assessment as follows:

Outcome 1: Understand the procedures and principles of medicine management
Links to (Knowledge points 1, 3, 2, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14,15,24,25).

Outcome 2: Describe the signs and symptoms of adverse reactions to medication
Links to (Knowledge points 12,13,14,26).

Outcome 3: Explain the principles of safe administration of medication
Links to (Knowledge points 1,10, 15, 16, 17, 18, 19, 20, 21, 22, 23).

It is also likely those candidates who achieve this Unit will have met the Performance Criteria for (through their assessment as follows:

Outcome 1: Understand the procedures and principles of medicine management
Links to: PCs 2, 3,7,8, 10.1,10.2,10.3,13,14,15,17.

Outcome 2: Describe the signs and symptoms of adverse reactions to medication
Links to: PCs 6, 10.3, 12.

Outcome 3: Explain the principles of safe administration of medication
Links to: PCs 6 ,9,10.1,11, 16.