

# Guidelines for Medication delivery Coronavirus (COVID-19)

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We want to keep everyone as safe as possible during the delivery of prescriptions and controlled drugs, prescribed by us, to people who use our services.

The purpose of this guidance is:

1. To offer services alternative options for ensuring the delivery of prescriptions to pharmacies and of prescribed medications, safe storage boxes and naloxone to people who use our services.
2. To keep everyone as safe as possible where our staff (including volunteers) are needed to deliver prescriptions to pharmacies and, **as an exceptional circumstance**, our staff (including volunteers) are needed to deliver prescribed medication, naloxone or safe storage boxes to people who use our services.

Below are a range of options which services should explore to reduce the requirement for Change Grow Live staff and volunteers to collect/deliver prescriptions and medications:

1. Speak to the Controlled Drugs Accountable Officer (CDAO) for your area to discuss local options, such as pharmacy delivery services
2. Contact your community safety partnership to explore any support available due to medications being controlled drugs
3. Make direct contact with pharmacies to see if they are offering a free delivery service. Where possible, switch to pharmacies that can deliver
4. Utilise couriers that we have already worked with
5. Utilise reputable taxi firms
6. Consider the potential of recruiting to delivery posts. Risk plans will need to be put in place if we are relying on a small number of people to do all collections/deliveries
7. Explore if you can utilise NHS volunteers/COVID-19 mutual aid group volunteers
8. Are hostels able to collect/deliver medications?

**Note:** If we are asking others to deliver, particularly NHS volunteers, it may be helpful to share this guidance with them.

**The safety of our staff is paramount.**

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### **Key risks to be aware of that this guidance aims to reduce:**

- Covid-19 spreading
  - Adherence to Safer Management of Controlled Drugs (transportation of)
  - Identification of staff as people who transport controlled substances
  - Identification of the homes of people who use our services as locations with high levels of controlled substances
  - Spillage or leakage of controlled drugs during transport
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### **Delivering controlled drugs by staff and volunteers should be an exceptional circumstance once options 1-8 above have been explored:**

#### **Delivery of prescriptions**

- Delivery of prescriptions for controlled drugs to pharmacies should be undertaken by one or two staff members (this can include one volunteer where available and if they have access to a car).
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#### **Delivery of medications**

Working practices to put in place:

- Delivery of controlled drugs to people who use our services will be undertaken in pairs for safety reasons
- Separate cars to be used to ensure social distancing is maintained
- Pairs can be made of 2 staff members or 1 staff member and 1 volunteer  
**Note:** we need to ensure that volunteers have the appropriate level of insurance cover for their car (business use)
- As far as possible do not use staff / volunteers to deliver to areas where they may be known
- Regular use of hand sanitiser after touching surfaces such as doorbells, gate handles etc.
- Use a rota to reduce multiple visits by the same people to the same area
- Ensure pharmacists are aware of the need for us to have pharmacy branded bags
- Lone working protocols apply. Make sure staff attending homes to deliver medications have a named buddy who knows their location and has an agreed safety word in place

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- Document any decision making that goes against this guidance on CRiS/service database
  - Staff safety is paramount. Staff can and should stop the prescription or medication delivery process at any point if they feel unsafe and/or threatened, this could include giving up possession of the prescription/medication.
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### **Before attending the pharmacy**

Things to take:

- Change Grow Live mobile phones with plenty of battery life (1 per staff/volunteer). Make sure that the number of your buddy is in your phone
- Personal safety alarms (1 per staff/volunteer)
- A bag that is big enough to carry a safe storage box
- Naloxone and/or a safe storage box (if needed by the service user)
- Hand sanitiser for use throughout the process
- Safety leaflets (including for use when there is a child in the home - "Keeping Children Safe").

### **When attending the pharmacy**

What you must do:

- Take naloxone, leaflet, and/or a safe storage box, into the pharmacy and a bag for carrying items
- Maintain social distancing
- Take your Change Grow Live badge for ID but do not wear it
- Only collect medication for 1 household. It's okay to collect medication for multiple people living in the same address
- For people identified as needing a safe storage box, use this box to put the collected medication, naloxone if needed, and leaflets inside. Put the safe storage box into a pharmacy carrier bag.
- For people who don't need a safe storage box, put collected medication, naloxone if needed, and leaflet into a pharmacy bag. Put this into a safe storage box. Place the safe storage box into a suitable non-Change Grow Live identifiable bag to transport it back to your car.

What you should do:

- On leaving the pharmacy, text your buddy to let them know you're on your way to the service user's home

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- On leaving the pharmacy, text or call the service user to let them know the ETA and what process the delivery will follow (i.e. social distancing, dropping the medication off at the doorstep, confirmation of name and date of birth).
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### **Delivering to a service user / household**

If you can park outside of the service user's home:

- If the front door is visible from the car, only 1 member of staff needs to deliver the medication  
**Note:** If the front door is not visible from the car, both staff members need to walk to the service user's home while ensuring social distancing. Always remain 2 metres apart from each other and the service user
- Make sure you are not wearing a Change Grow Live lanyard or badge
- Make sure you have your personal safety alarm to hand
- Text your buddy to let them know you have arrived at the service user's home
- Ring the doorbell or phone the service user, then stand at least 2 metres away from front door
- Upon answering the door or phoning, ask the service user to confirm their name and date of birth. Once this is confirmed, ask them to close the door (do not mention Change Grow Live/service name or medication being delivered)
- Place the medication package on their door stop, ring the bell then walk away
- Watch to ensure the service user has collected the package
- Text your buddy to let them know that all is completed and that you are safe.

In case of a threat to staff safety:

- Use personal safety alarm
- Remove yourself from the area immediately, leaving the medication if necessary
- Escalate as needed

If the service user doesn't answer the door or your call:

- Return the medication to the pharmacy
- Let your buddy know that this is what you're doing
- Follow appropriate actions when you return to base (update CRiis, contact the service user).