

Title of WI: Buccal Midazolam

Custodian: Group Managing Director

Version Number: 03

Issue date: 03.06.26

Review date: 03.06.29

WORK INSTRUCTION (WI)

Title of WI	Buccal Midazolam		
What type of document is this?	Work Instruction	WI Reference Number	HHH-W.I-024
Purpose of WI	To ensure that all employees who work with the relevant customers have the competency and knowledge to support with the administration of Buccal Midazolam		
Role	Responsibility		
Regional Clinical Lead	Responsible for assessing the clinical needs, obtaining a prescription from the relevant healthcare professional, training and signing off carers' competencies, writing the relevant support plan and risk assessment, and completing six-monthly (three-monthly in Wales) customer clinical reviews to ensure safety.		
Carer	Responsible for administering buccal medication in accordance with the support plan. Report any concerns to the manager and a healthcare professional.		
Branch Employees	Ensure that only competent employees care for customers requiring buccal Midazolam, provide support as required, and liaise with the Regional Clinical Lead over ongoing care of the relevant customers.		
Scope of WI	This work instruction applies to the safe preparation, administration, and documentation of buccal midazolam for clients by authorised Helping Hands employees. The work instruction outlines required employee training, competency, and compliance requirements.		

“Helping people live well in the homes and communities they love”

Helping Hands: Public

WORK INSTRUCTION (WI)

1.0 Purpose

Buccal Midazolam is a drug used in the control of epileptic seizures. Buccal indicates that the drug is delivered via the buccal route; into the buccal pouch between the cheek and the lower gum of the mouth. This is also known as the ‘oromucosal route’. Midazolam is the name of the drug, which is a benzodiazepine and it is only available on prescription.

- 1.1 The administration of buccal Midazolam is classified as a Level 2 clinical intervention within Helping Hands. The Regional Clinical Lead must attend all client reviews, develop and maintain the clinical support plan, and train, assess, and formally sign off carer competencies

2.0 Process

- 2.1 Follow the customer’s support plan which gives guidance as to when Buccal Midazolam should be administered in the event of an epileptic seizure. Unless otherwise stated, this should be after 5 minutes of a Tonic Clonic seizure or if there are repeated cluster seizures.
- 2.2 Refer to the administration directions depending on whether the customer is prescribed Buccolam® or Epistatus®
- 2.3 Check the dose and expiry date prior to administration.
- 2.4 Administer half of the medication slowly into the buccal pouch between the cheek and the lower gum of the mouth on one side first, to prevent the medication being swallowed and reduce the risk of choking and repeat on the opposite side with the other half. This is to speed up the absorption process.
- 2.5 Dial 999 for an ambulance following Buccal Midazolam administration
- 2.6 Dial 999 for an ambulance if unable to administer Buccal Midazolam for any reason.
- 2.7 Fully document the procedure in the customer’s visit records notes and report each episode of seizure and administration of Buccal Midazolam using a customer notification form

TRAINING	Yes - Sign off training can be achieved by completing the online Learning Management System (LMS) module
-----------------	--

Title of WI: Buccal Midazolam

Custodian: Group Managing Director

Version Number: 03

Issue date: 03.06.26

Review date: 03.06.29

WORK INSTRUCTION (WI)

Is training required?	followed by training and a competency sign off with a Regional Clinical Lead or registered healthcare professional i.e., District Nurse. The Epilepsy Awareness module is also recommended for carers visiting customers with Buccal Midazolam.	
COMPLIANCE How is compliance with this document going to be monitored?	Annual competency assessments with practical sign off with Regional Clinical Lead or another Registered Nurse.	
PROCEDURAL INFORMATION		
Changes since previous version	<ul style="list-style-type: none"> • Detail of Level 2 intervention • Wording corrected to remove title of live in manager 	
Who was involved in developing /reviewing/amending the document? (list titles)	Clinical Manager	
How confidential is this document	Public	Can be shared freely within and outside of Helping Hands
References	<p>NICE (2017) Medicines Optimisation (NG67)</p> <p>NMC (2018) The Code: Professional standards of practice and behaviour</p> <p>Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>	
Associated Documents	<p><i>HHH-POL-092-Clinical Governance</i></p> <p><i>Clinical Training Flow Diagram v3</i></p>	