

Title of Document	Eardrops Administration		
Name of Department	Clinical Team		

What type of document is this?	Work Instruction (WI)	This is a simple guide to follow in order to complete a particular task	
Which Helping Hands policy/SOP does this WI relate to?	NA	Index number of policy/SOP	NA

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	

Custodian of document	Clinical Team	Committee/Group responsible for this document	Quality & Governance Committee	
Approval date and committee chairperson signature	31.10.23	When is its next scheduled review?	31.10.26	

Who does it apply to?	All staff working with customers				
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	No	Does it apply to third party contractors?

Purpose of the Work Instruction	To ensure that all staff who work with customers have competency and knowledge to administer eardrops.				
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Eardrop Administration Work Instruction

1.0 Purpose

- 1.1 Infections of the ear are usually treated with antibiotic based eardrops and inflammation or pain may be treated with steroid drops or cream. They are usually prescribed but over the counter ear drops may be used to soften hard ear wax or to relieve itching. They may be drops or sprays. Ear medication is usually a short-term treatment, unless otherwise directed by the prescriber.

2.0 Process

- 2.1 Explains procedure and gains consent from the customer or undertakes best interest assessment if appropriate.
- 2.2 Washes hands and puts on non-sterile gloves and any other PPE in line with current infection prevention guidelines.
- 2.3 Assists the customer to position themselves sitting upright with the head tilted to the side or lying on their side with the ear exposed.
- 2.4 Confirms that the ear medication is dispensed for the customer; consult the MAR, the prescribed eardrops and the Patient Information Leaflet (PIL) to determine:
 - Name of eardrop
 - Route and method of administration
 - Which ear the drops prescribed for or if both?
 - How often eardrops are to be instilled, when last instilled and when next due (ensuring this has not already been done).
 - Discontinuation date if appropriate
 - Number of drops to be administered
 - Expiry date of eardrops
 - Date eardrop was opened which should not be more than 28 days for most ear medications – check expiry of opened bottle (if opening a new bottle record the date on the bottle)
- 2.5 Cleans the ear if necessary, with cool boiled water and dry wipe, gauze or kitchen paper to remove any discharge or debris. Do not push cotton buds or anything else into the ear.
- 2.6 Holds the bottle in the hand for at least one minute to warm it. Cold ear drops can make the customer feel dizzy.
- 2.7 Advises the customer that the drops are about to be instilled.
- 2.8 Undoes the cap on the bottle and avoids touching the nozzle against anything other than the customer's ear.

- 2.9 Gently pulls the earlobe upward and outwards to expose the ear canal fully and allows the correct number of drops to enter the ear canal.
- 2.10 Gently begins pumping the tragus five times to allow the drops to fully absorb into the ear.
- 2.11 Encourages the customer to remain with their head tilted to the side for five minutes if possible, to prevent the drops from running out of the ear.
- 2.12 Repeats the process if medication needs to be instilled in the other ear.
- 2.13 Removes PPE and washes hands to decontaminate.
- 2.14 Complete the medication activity which documents the administration on the eMAR and record in the customer's visit record notes.

What was the previous version number of this document?	Version 01	
Changes since previous version	Amendment to 2.5 and 2.14	
Author of the document	Clinical Team	
Who was involved in developing / reviewing/ amending this work instruction?	Clinical Team	
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands
Associated Documents	Training & Competency Form – Academy	