

Title of Document	Eyedrop Administration
Name of Department	Clinical Team

What type of document is this?	Work Instruction (WI)		
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?	No

Purpose of the Work Instruction	To ensure that all staff who work with customers have competency and knowledge to administer eyedrops.
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Eye-Drop Administration Work Instruction

1.0 Purpose

- 1.1 Eye drops are liquid, or ointment medications typically used to treat conditions such as infections, glaucoma, post eye surgery, allergies, after injury or dry eye syndrome. They are usually prescribed medications such as antibiotics, steroids, antihistamines or lubrication agents. Some eye drops can be bought 'over the counter'; usually to treat dry or irritated eyes. Eye drops can be difficult for some people to administer themselves due to poor dexterity or vision. This can lead to poor compliance or poor technique, which in turn can result in treatment failure or increased financial loss due to longer treatment times or excessive dispensing if patients are administering too many drops.

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 if possible, with head tilted back or lying down face up.
- 2.4 Confirms that the eye medication is dispensed for the customer; consult the MAR, the prescribed eyedrops and the Patient Information Leaflet (PIL) to determine:
- Name of eyedrop
 - Route and method of administration
 - Which eye the drops prescribed for or if both?
 - How often eyedrops 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 eyedrops
 - Date eyedrop was opened which should not be more than 28 days for most eye medications – check expiry of opened bottle (if opening a new bottle record the date on the bottle)
- 2.5 Cleans the eye if necessary, to remove discharge or debris using cool boiled water with dry wipe/ gauze or kitchen paper. Use the wipe/ gauze/ kitchen paper once only wiping the eye from corner of eye at the nose to the outer eye, then discard, if the eye still needs cleaning repeat with a fresh wipe/ gauze/ kitchen paper.

- 2.6 Gently agitates the bottle to ensure that the drug is properly mixed. If the drug is stored in the fridge it may need to be warmed to body temperature by gently rolling the bottle in your hand for a few minutes.
- 2.7 Warns the customer that the drops are about to be instilled.
- 2.8 Instils the correct amount of eyedrop by gently pulling down the lower lid whilst asking the customer to look upwards.
- 2.9 Once the drops are instilled, releases the lower eyelid and gently wipes away any excess with a clean tissue.
- 2.10 If administering more than one eyedrop medication, wait five minutes until administering the second to allow the first one to be fully absorbed.
- 2.11 If ointment is prescribed follow step 2.8 applying a thin ribbon of ointment along the waterline of the eye and then ask the customer to close the eye to allow the ointment to be absorbed.
- 2.12 Observes for signs of discomfort or reaction, advising the customer that stinging is a common reaction with some eyedrops.
- 2.13 Removes and disposes of gloves and washes hands to decontaminate.
- 2.14 Documents the administration for each drug in the MAR and the procedure in the Daily Log.

What was the previous version number of this document?	Version 01	
Changes since previous version	Amendment to 2.5 and 2.11	
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	