



<p>Team Name: Regional PCH Program Team</p> <p>Team Lead: Director – PCH West/East</p> <p>Approved by: Regional Lead – Community & Continuing Care</p>	<p>Reference Number: CLI.6410.PR.002</p> <p>Program Area: Personal Care Home</p> <p>Policy Section: General</p>
<p>Issue Date: January 18, 2023</p> <p>Review Date:</p> <p>Revision Date:</p>	<p>Subject: Ointments, Creams and Medicated Shampoo Application by Unregulated Care Providers in Personal Care Homes</p>

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

PROCEDURE SUBJECT:

Ointments, Creams and Medicated Shampoo Application by Unregulated Care Providers in Personal Care Homes (PCHs)

PURPOSE:

Southern Health-Santé Sud promotes safe client care through the standardization of processes and delegated tasks in PCHs. Unregulated care providers may apply non-steroidal, medicated over-the-counter ointments, creams and shampoos as ordered by a physician and delegated by a nurse (Licensed Practical Nurse, Registered Nurse, or Registered Psychiatric Nurse) when skin is intact and in accordance with the Integrated Care Plan (ICP).

A nurse may delegate tasks outside of the unregulated care provider’s scope of duties as long as the task meets the following conditions:

- Southern Health-Santé Sud supports delegation of the task
- The task falls within the scope of competence of the unregulated health care provider and may normally be performed by a client or their family member as part of self-care
- The task has defined limits and does not require the nursing process
- The need, response, and possible outcomes have been identified and documented for the client
- The ICP includes the date for re-assessment, monitoring and evaluation of the task and plan of care based on an assessment of risk associated with the client, task, environment and the unregulated care provider.

DEFINITIONS:

Delegation: extending authority to perform a specific client care tasks to an unregulated care provider who does not otherwise have the authority to perform the task.

Care Provider: paid provider of healthcare services

Plan of Care: a written guideline for client care that documents the client's health care needs. It includes assessment data, list of problems and therapies as well as expected criteria used to evaluate care.

Unregulated Care Providers: include, but are not limited to, resident aides, healthcare aides, service workers in community, psychiatric assistants, home support workers and in some settings office assistants.

PROCEDURE:

- Nurse assesses and determines whether the unregulated health care provider can perform the delegated task utilizing [*the Factors to Consider when Assessing Risk to the Client*](#).
- Nurse documents in the ICP the name of the product, who may apply it, where it is to be applied, how often it is to be applied, and the frequency of re-assessment, monitoring and evaluation. Chronic treatment ointments are to be re-initiated by the nurse.
 - Skin creams or lotions to be applied to intact skin are to be documented under 'Skin care'. Examples of skin products may include: personal cleanser, deodorizer, skin conditioners, bath oil, hand and body lotions.
 - Treatment Ointments are to be documented under 'Special Treatments and Procedures'
 - Medicated shampoos are to be documented under 'Hair care'.
- Health Care Aide documents in the Delivery of Care Record (DOC) as follows:
 - Baths with medicated shampoo to be documented under 'Bathing'.
 - Over the counter ointments and creams to be documented under 'Care Needs'.
- Unregulated care provider is to report any adverse effects immediately to the nurse and document on the Regional Occurrence Form.
- Nurse is to follow-up and document any additional information about the adverse events in accordance with the following regional polices:
 - Adverse Drug Reaction Reporting and Adverse Drug Reaction & Allergy Recording (CLI.6010.PL.017)
 - Occurrence Reporting and Managing Critical Incidents, Critical Occurrences, Occurrences, and Near Misses. (ORG.1810.PL.001)

REFERENCES:

- CLI.6010.PL.017 Adverse Drug Reaction Reporting and Adverse Drug Reaction & Allergy Recording
- ORG.1810.PL.001 Occurrence Reporting and Managing Critical Incidents, Critical Occurrences, Occurrences, and Near Misses.

College of Registered Nurses of Manitoba, College of Licensed Practical Nurses of Manitoba, College of Registered Psychiatric Nurses of Manitoba (March 3, 2022). *Practice Direction: Assignment and Delegation to Unregulated Care Providers*. Retrieved on October 20, 2022 from: [Assignment and Delegation to Unregulated Care Providers - College of Registered Nurses of Manitoba | College of Registered Nurses of Manitoba \(crnm.mb.ca\)](https://www.crnmb.ca/assignment-and-delegation-to-unregulated-care-providers)

College of Registered Nurses of Manitoba, College of License Practical Nurses of Manitoba, College of Registered Psychiatric Nurses of Manitoba (March 3, 2022). *Appendix A: Factors to Consider when Assessing Risk to the Client*. Retrieved on October 20, 2022 from: [Assignment and Delegation to Unregulated Care Providers - College of Registered Nurses of Manitoba | College of Registered Nurses of Manitoba \(crnm.mb.ca\)](https://www.crnmb.ca/assignment-and-delegation-to-unregulated-care-providers)