



Community Pharmacy Care Home Support Service

Gillian Plant

HSCB Pharmacy Co-ordinator

Breege Brogan

HSCB Pharmacy Adviser

30 November 2021

Background

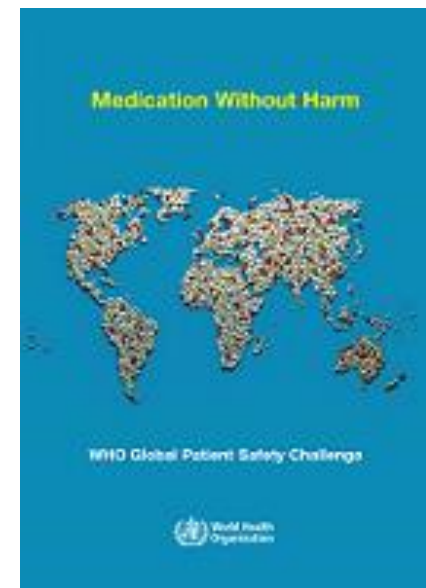
- ❖ NICE Managing Medicines in Care homes SC14 published in March 2014
- ❖ Home Truths Report June 2018
- ❖ Redesign of community pharmacy care home service.
- ❖ Role of RQIA

WHO Medication without harm 2017

3rd Global Patient Safety Challenge

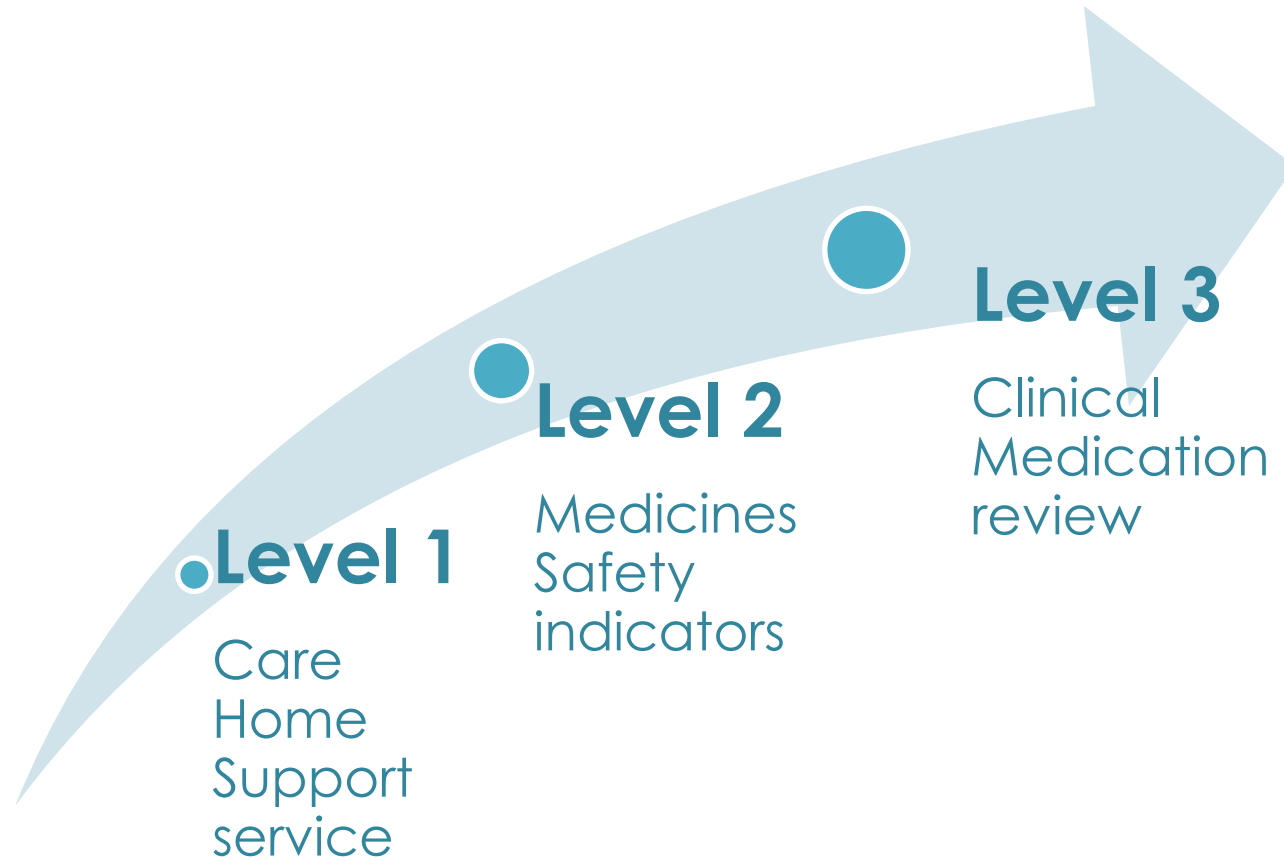
Aim to reduce severe avoidable medication related harm by **50%** over 5 years

4 Key Domains	3 Priority Areas
Medicines	Transitions of care
Health Care Professionals	Polypharmacy
Systems and Practices of Medicines	High-risk situations
Patients and the public	

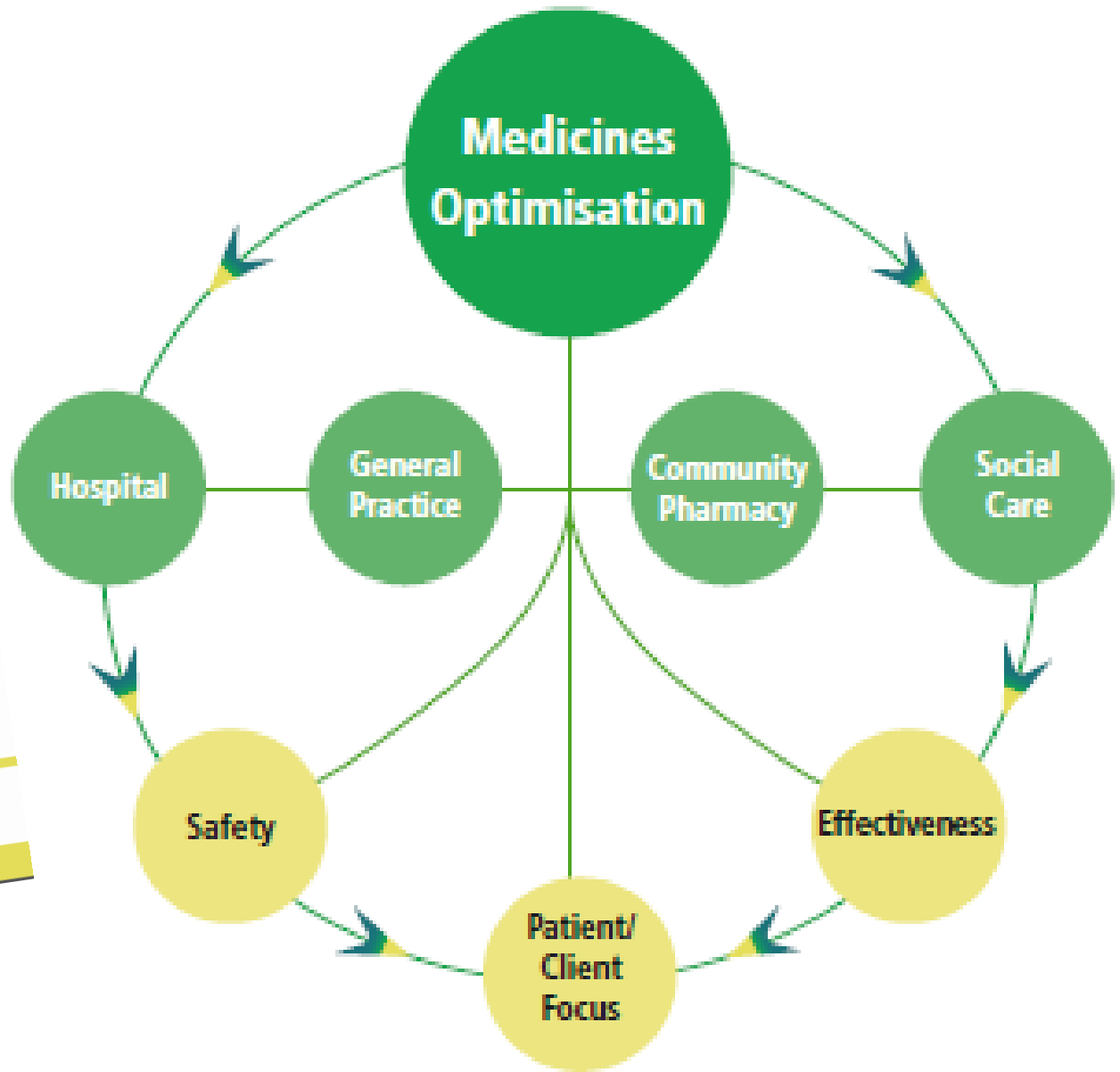




How can community pharmacists contribute ?

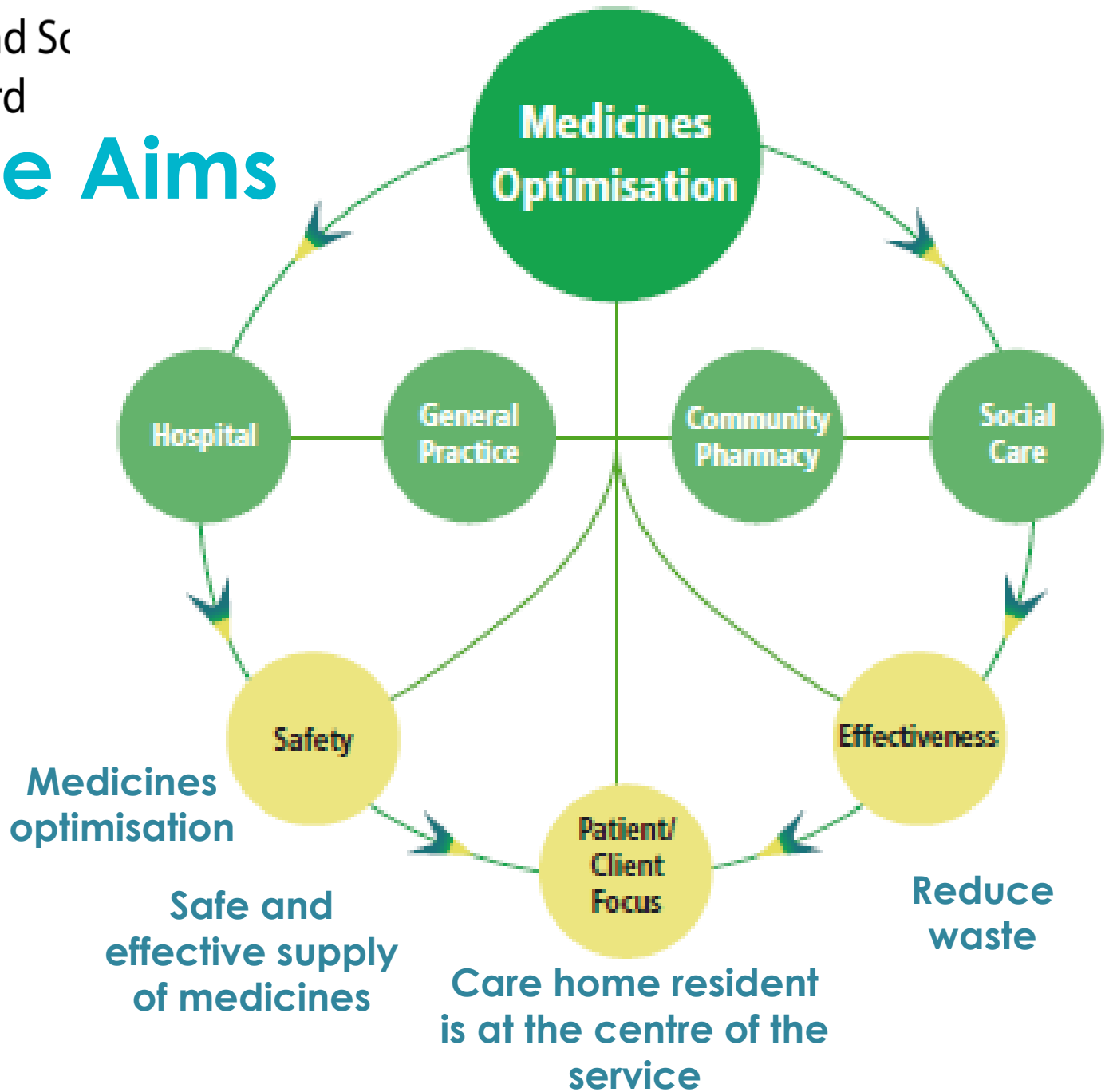


- ❖ Replaces the 'Advice to Nursing Homes and Residential Care Homes service'
- ❖ HSCB /CPNI / DoH service development
- ❖ New service commences on 1st December 2021
- ❖ All documentation available on Primary Care Intranet





Service Aims





- ❖ Pharmacy must hold a contract with HSCB
- ❖ Available to all nursing & residential care homes registered with RQIA
- ❖ Commissioned on an individual care home/Community Pharmacy basis
- ❖ Appropriately trained Pharmacy Staff
- ❖ Agreement form jointly signed by community pharmacy and care home



CPOCHSS Level 1





Care home visit

Copy of Medication Audit tool should be shared with the care home in advance of visit

Completion of Medication Audit Support tool with a member of care home staff

Copy of completed audit tool & agreed actions left with the care home

At each subsequent visit:

- Review of any actions agreed at previous visit
- Completion of Medication Audit Support Tool as before



Medication Audit Support Tool



Medication Audit Support Tool

Name of Care Home: _____

Date of Visit: _____ Name of Pharmacist/Foundation Trainee: _____

Name of Pharmacy Contractor: _____ Contractor number: _____

State usual method of medicines supply to care home: _____

(e.g. original packs/Monitored Dosage System/Pill Pack Plus)



Medication Audit Support Tool

example

1) PERSON-CENTRED CARE			
Question	In order to score 'Yes' please indicate that the evidence below has been viewed	Is outcome achieved Yes / No / NA	If 'No' consider actions below
Is there an up to date Medicines Management Policy and Standard Operating Procedures (SOPs) (in accordance with ¹ NICE SC1 checklist)?	Copy of medicines policy and SOP available for staff? Evidence seen Yes / No		If issues are identified care home should update policy in accordance with NICE checklist
Are records of staff training and competency assessments on all aspects of the management of medicines available?	Record of staff training and competency assessments Evidence that <u>staff</u> are trained and competent on the use of equipment required to administer medication (e.g. Advanced Inhaler Technique, inhaler spacer devices or the use of measuring cylinders for liquids) and how to clean such equipment? Evidence seen Yes/No		Pharmacy to work with the home to support development



Medication Audit Support Tool

7 sections:

- ❖ 1. Person-centred Care
- ❖ 2. Safe Care And Treatment
- ❖ 3. Medicines Management
- ❖ 4. Reporting Errors & Adverse Drug Reactions
- ❖ 5. Managing Risks - Patient Medication Safety Information
- ❖ 6. Management OF Controlled Drugs
- ❖ 7. Managing Allergies And Sensitivities

1. Person Centre care

- ❖ Medication policy/SOP
- ❖ Staff training/Competency assessments for administering medicines
- ❖ Self medication e.g. risk assessments, records etc.



2. Safe Care And Treatment

- ❖ Process for confirming admission meds
- ❖ Process for transcribing; PMR and MAR
- ❖ Accurate maintenance of MARs
- ❖ Appropriate administration timings
- ❖ GP visits recorded
- ❖ Management of acute prescriptions, mid cycle changes, PRN medicines, MDS
- ❖ Process for medicines which require monitoring e.g. warfarin



3. Medicines Management

- ❖ Ordering and receipt of repeat and acute medicines
- ❖ Storage of medicines
- ❖ Disposal of medicines



4. Reporting Errors & Adverse Drug Reactions

- ❖ Reporting of near misses/incidents
- ❖ RQIA notification
- ❖ Learning from incidents



5. Managing Risks;

Patient Medication Safety Information

- ❖ Receipt of medication alerts from MHRA or RQIA
- ❖ Dissemination of alerts to all relevant care home staff



6. Management of Controlled Drugs

- ❖ Storage of CDs
- ❖ Reporting of CD errors to RQIA/Responsible officer
- ❖ CD record book; appropriate entries/stock balance/ 2 signatures
- ❖ Appropriate disposal of CDs (different processes for nursing and residential homes)

7. Managing Allergies & Sensitivities

- ❖ Process for managing allergies
- ❖ Recording of allergies on MAR sheet
- ❖ Procedure for administration of adrenaline

- ❖ Will be part of section 3 of medication audit tool (no additional documentation)
- ❖ Requires review of waste returns and/or destruction book
- ❖ Identify opportunities to reduce waste and recommend actions to prescribers and the care home.
- ❖ Recommended actions can be included within report



Concerns/Issues raised

- ❖ May need to liaise with the GP/GP Pharmacist to resolve any issues identified
- ❖ In exceptional circumstances if issues cannot be resolved seek advice from the HSCB
- ❖ Patient safety issues can be reported to RQIA (contact included in Service Spec); HSCB should be notified in the 1st instance

Documentation/records

- ❖ Copies of the Medication Audit Support Tool must be retained in the pharmacy for a minimum of two years
- ❖ SOP is required for the service
- ❖ HSCB may request access to records, these should be submitted within 14 days of receipt of the request.



Remuneration

Number of beds in registered care home	Monthly payment
< 30	£100
30 - 60	£150
> 60	£200

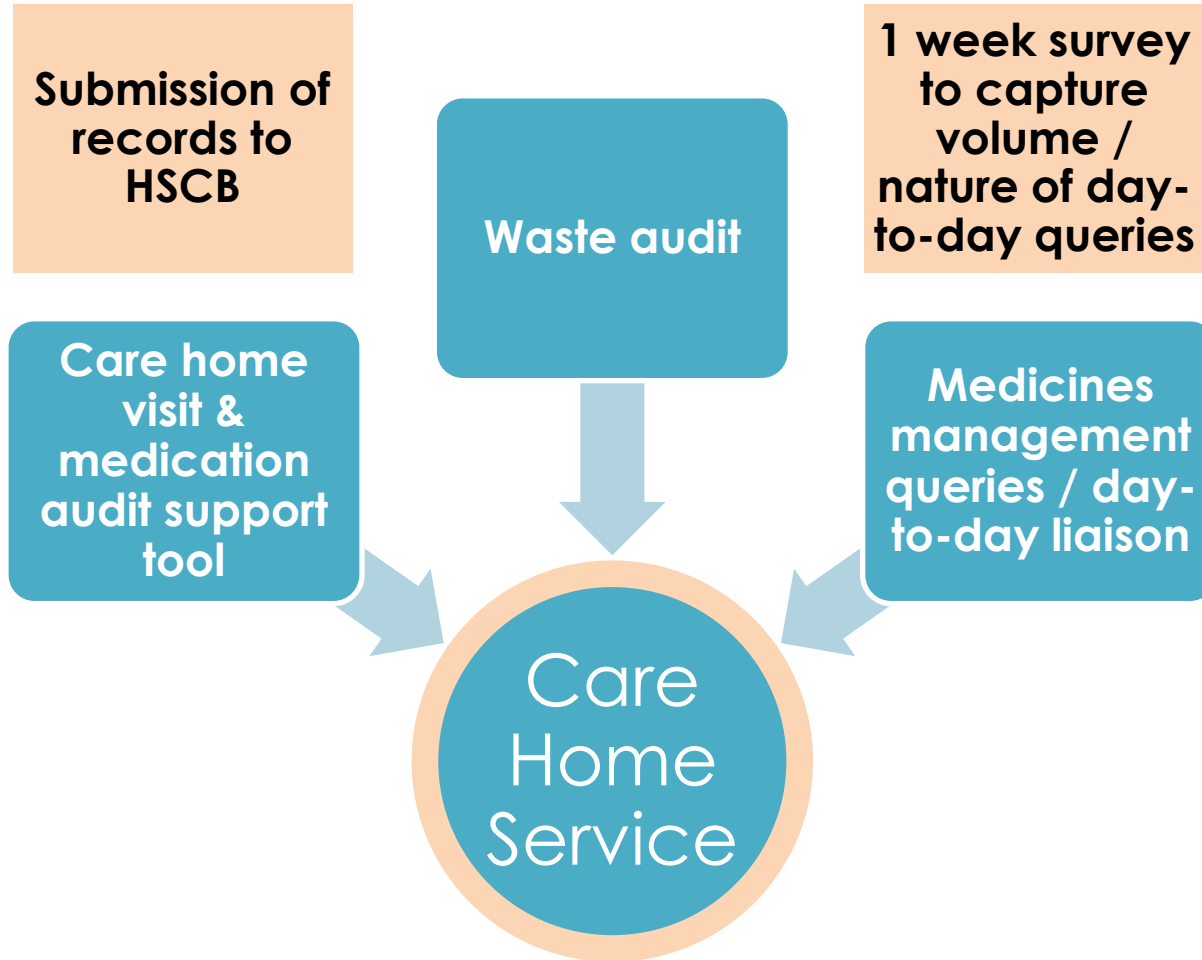
Payment made by BSO, no claim forms need to be submitted to BSO or local offices



- ❖ The Medication Audit Support Tool has been trialled by a community pharmacist
- ❖ Initial feedback has been that a whole day should be allocated for completion of the visit and documentation
- ❖ Feedback received from pharmacists throughout the service will be used to review and update it.



Demonstrating value





- ❖ Seek agreement with each care home you wish to provide the service for
- ❖ Complete contract (one contract for the service listing all the care home homes) (Appendix A)
- ❖ Return contract to local HSCB office
- ❖ Get written agreement from care home (Appendix B) & retain in pharmacy



Health and Social
Care Board



Directorate of Integrated Care

Any Questions

