

From Pharmacy Lead, SPPG
Kathryn Turner



By email

Community Pharmacies contracted to
provide CPCHSS

**Strategic Planning and Performance
Group**

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Date: 22nd July 2022

Dear Colleague,

Community Pharmacy Care Home Support Service (CPCHSS)

Thank you for your participation in the Community Pharmacy Care Home Support Service (CPCHSS), which commenced in December 2021.

The purpose of this letter is to provide some feedback now that the service has been operational for over six months, and also out-line the plans for the service in this 2022/23 year.

Service uptake

Approximately 389 care homes are signed up to the CPCHSS service with their community pharmacy, which represents 82% of all RQIA registered nursing and residential care homes. Work is continuing to promote the service via RQIA as we would ideally like to see all eligible care homes avail of this valuable input from community pharmacy.

Feedback from care homes which have already facilitated a community pharmacy visit has been very positive. Care home staff have expressed how beneficial and supportive they have found the service.

Service activity

(1) Visits to care homes

A review of a sample of completed medication audit support tools, shared with SPPG from a selection of community pharmacies, has indicated that community pharmacists are identifying a broad range of medication related issues within care homes. As a result, the community pharmacists have been able to provide advice and support to improve medicines management systems within the care homes.

As of mid-May, 223 care home visits had been completed which represents 57% of total care homes signed up to the service. Considering the challenges in relation to Covid and the staffing issues faced by both community pharmacy and care homes earlier this year, this is an encouraging start and one we wish to build upon moving forward.

(2) Management of day-to-day queries

Feedback from the survey indicated that community pharmacies across Northern Ireland respond to approximately 1,000 contacts daily, in relation to medicines management issues for care home residents.

Care Home Support Service 2022/ 2023

Level 1 Service

The service will continue in line with the [CPCHSS Service Specification](#) for the 2022/23 year. The requirement of the service is that each pharmacy should undertake two care home visits each financial year.

Pharmacies that have not been able to complete an initial visit for the 21/22 year should ensure that the **care home visit is prioritised and completed by the end of August 2022**. The next care home visit should be completed by the end of March 2023.

All other pharmacies (those who have completed an initial visit during 21/22 year) should aim to have the first of their visits (for the 22/23 year) completed by the end of September 2022, and their second visit completed by the end of March 2023.

Service improvement

It is acknowledged that the service is new and the audit support tool is comprehensive in nature. Review of a further sample of completed medication audit support tools will be carried out during August and will help inform this. To further support pharmacists in the delivery of this service shared learning will then be produced and shared with you.

An ECHO session is being planned in the autumn which will provide an opportunity for those providing the service to share their experiences and learning. Details of this will be shared with you, when available.

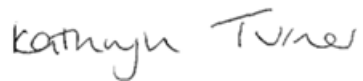
Level 2 Service

Planning is underway for the introduction of the Level 2 service which will involve the review of a number of medicine safety indicators for care home residents. Further information will be provided in due course.

If you have any queries in relation to this service please contact Breege Brogan Breege.Brogan@hscni.net or Gillian Plant Gillian.Plant@hscni.net

Thank you again for the provision of this important service for patients in nursing and residential care homes.

Yours sincerely,

A handwritten signature in black ink that reads "Kathryn Turner". The signature is written in a cursive, slightly slanted style.

Kathryn Turner
Pharmacy Lead
Strategic Planning and Performance Group