

NHS Community Pharmacy Contractual Framework

Enhanced Service – Care Home (support and advice on storage, supply and administration of drugs and appliances)

1. Service description

- 1.1 The pharmacy will provide advice and support to the residents and staff within the care home, over and above the Dispensing Essential service, to ensure the proper and effective ordering of drugs and appliances and their clinical and cost effective use, their safe storage, supply and administration and proper record keeping.

2. Aims and intended service outcomes

- 2.1 To improve patient safety within the care home with a particular focus on the following areas: ordering, storage, administration and disposal of medicines and appliances and use of residents' own medicines (prescribed and purchased).
- 2.2 To ensure the safe storage, supply and administration of medicines by:
- ◆ Providing an initial assessment of the clinical and cost effective use of medicines and the systems for the management of, storage, supply and administration of medicines within the care home and making appropriate recommendations to the care home;
 - ◆ Ensuring appropriate systems are in place for the ordering, storage, administration and disposal of medicines and appliances;
 - ◆ Ensuring that appropriate recording systems are in place and are used to monitor the ordering, storage, administration and disposal of medicines;
 - ◆ Ensuring appropriate systems are in place to facilitate the sharing of information about the person's medicines when they move from one care environment to another; and
 - ◆ Providing training to help improve the skills of the care home staff, including ordering, storage, administration, disposal and record keeping of medicines.

3. Service outline

- 3.1 The pharmacy will have an agreement with the care home to provide this service.
- 3.2 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service.
- 3.3 The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local protocols.
- 3.4 The pharmacy should maintain appropriate records to ensure effective ongoing service delivery and audit.
- 3.5 The initial visit should include provision of advice on safe and effective ordering, storage, clinical and cost effective use, administration and disposal of medicines and appliances and record keeping. Advice will also be provided on the medicines policies and procedures which the care home should have in place.
- 3.6 Follow up visits will be undertaken to monitor systems at least every six months.
- 3.7 Pharmacists will ensure that they are aware of any medicines related issues which were raised at the most recent care home inspection organisation visit to the home.
- 3.8 Records are maintained by the pharmacist of interventions and advice given during visits. Copies of any action plans agreed with the care home should be retained for review at future visits.

- 3.9 The pharmacist will be responsible for the provision of training for care staff on medicines issues, on an opportunistic basis during regular visits and also at least once a year on a formal basis.
- 3.10 The pharmacist will advise the care home on the content of their medicines related policy documents, including the administration of medicines for acute conditions, use of 'homely remedies' and procedures when there are alterations to residents medication regimens.
- 3.11 The PCO will need to provide a framework for the recording of relevant service information for the purposes of audit and the claiming of payment.

4. Suggested Quality Indicators

- 4.1 The routine visits by the care home inspection organisation do not highlight any major shortfalls in the systems for the management of storage, supply, administration and disposal of medicines.
- 4.2 The pharmacy reviews its standard operating procedures and the referral pathways for the service on an annual basis.
- 4.3 The pharmacy can demonstrate that pharmacists and staff involved in the provision of the service have undertaken CPD relevant to this service.
- 4.4 The pharmacy participates in an annual PCO organised audit of service provision.
- 4.5 The pharmacy co-operates with any locally agreed PCO-led assessment of service user experience.

Background information – *not part of the service specification*

The following documents contain important information related to the safe management of medicines in care homes. Pharmacists may wish to ensure they are familiar with the contents of the documents.

Commission for Social Care Inspection National Minimum Standards (http://www.csci.org.uk/information_for_service_providers/national_minimum_standards/default.htm)

The Administration and Control of Medicines in Care Homes and Children's Services (RPSGB, June 2003, <http://www.rpsgb.org.uk/pdfs/adminmedguid.pdf>)

Supporting documentation:

Medicines in care homes – a training pack for pharmacists to use in the training of care home staff, National Pharmacy Association, 01727 858687, www.npa.co.uk.

CPPE training which may support this service:

Supporting care homes with medicines management open learning pack