**Template letter to send to care homes**

Dear

I am writing to update you on our pharmacy COVID-19 pandemic business continuity plan.

As you are aware, the escalation of cases in the UK has meant increased pressure on all primary care services, including community pharmacy. Our core responsibilities are to ensure that all patients receive their medication in a safe and effective way.

Our national representative body for NHS community pharmacies, the Pharmaceutical Services Negotiating Committee (PSNC), has issued guidance that all pharmacies should review the services they provide to care homes to ensure they can protect the whole medicines supply chain. It advises that pharmacies should assess their ability to offer services to care homes if they have a reduced workforce, due to staff absences.

To support this recommendation, we are therefore proposing that from your next medication cycle and, until such time as COVID-19 is no longer a significant threat, your care home will receive medication in manufacturers’ original packs with pre-printed Medication Administration Record charts to allow you to record medication administered.

This measure is also in line with current best practice guidelines from the Care Quality Commission[[1]](#footnote-1), who identify several reports that suggest multi-compartment compliance aids do not reduce medication errors.

I hope you understand that this measure is being taken in these extreme circumstances to protect all patients who access services from this pharmacy.

Yours faithfully

1. <https://www.cqc.org.uk/guidance-providers/adult-social-care/multi-compartment-compliance-aids-mcas-care-homes> [accessed 16th March 2020] [↑](#footnote-ref-1)