

Medicine Matters

North of England
Commissioning Support

Medicines information for care staff in a social setting

Summer 2020

Pharmacy: Enhanced Help to Care Homes

As part of the COVID-19 response: Primary care and community health support care home residents, from May 2020, Clinical Commissioning Groups (CCGs), Primary Care Networks (PCNs) and practices were required¹ to co-ordinate pharmacy teams to provide support to care home residents and staff.

Four key areas have been identified where urgent clinical pharmacy and medicines optimisation support is needed:

1. Facilitating medication supply to care homes, e.g.
 - End of Life (EOL) medicines information advice regarding access to supplies
 - Assist care homes in the utilisation of re-use of medicines
2. Delivering structured medication reviews via video or telephone consultation where appropriate to care home residents e.g.
 - Onward referral for full medication review from care home team following initial medicines reconciliation when necessary
3. Supporting reviews of new residents or those recently discharged from hospital e.g.
 - Through a single point of access for care homes and clinicians
 - Referrals for patients newly admitted or those recently discharged from hospital into care homes for medicines reconciliation
4. Supporting care homes with medication queries, and facilitating their medicines needs with the wider healthcare system (e.g. through medicines ordering) e.g.
 - Support to introduce Electronic Prescribing , Proxy ordering
 - Provision of additional visits/ training as agreed with the CCG/PCN

Your care home should have been contacted by your local pharmacy team (pharmacists and pharmacy technicians) who may be employed by the CCG/ PCN, GP practice or local hospital trust that you may already know as working as part of the Medicines Optimisation in Care Homes (MOCH) programme or who are new to your service. They will work closely with your team and also with the GP and Community Pharmacy to help to improve medicine management within your service.

Proxy ordering of medicines

Proxy ordering of medicines is when medicine supplies are ordered on behalf of another person and on-line ordering of medicines has been used into the general population for a while.

Proxy access for care staff to a resident's online account is a simple option for enabling them to order medication, book appointments and access information such as test results on behalf of the individual.

This will allow authorised care staff that have been setup by the GP practice,

- To be set up with an individual account to access the patient/resident record/s in the associated GP system via an online website
- Select which medication needs re-ordering
- Request that medication
- Be able to put a note: for example if medication is not available for ordering they can put this in the note that it is due or to request a medication review
- Have an audit trail of when and what's been ordered, processed for authorisation and dispensed.

If you are interested in finding out more about Proxy ordering for your care home medicines ordering system we would suggest you ask your pharmacy teams (the new primary care team and also your supplying pharmacy) and your GP practice if this is something they have considered.

For more information and a suite of supporting documents the NHSX How to Guide to Proxy-ordering can be found on the Future NHS platform:

<https://future.nhs.uk/DigitalPC/view?objectID=20892144>

(You need to register with Future Collaboration Platform first:

<https://future.nhs.uk/connect.ti/system/text/register>

¹ <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/COVID-19-response-primary-care-and-community-health-support-care-home-residents.pdf>

The Medicines Optimisation Website

Information, guidance documents and various medicine related tools are accessible via our website. These can be downloaded and many may be adjusted to suit your needs. **NECS Medicines Optimisation website:**

<https://medicines.necsu.nhs.uk/category/resources/care-homes/>

Lessons Learnt: Workplace Safety:

We realise that care home staff teams understand the importance of protecting their residents to the risks of Covid19 infection. We also recognise that social distancing is not always easy to maintain when attending to the needs of residents within the home. However, we wanted to highlight the importance in day to day activities including during break times and meetings that can help to minimise risk of transmission of the virus.

Maintaining social distancing remains critically important:

1. To protect residents from transmission of the virus.
2. To protect yourself, colleagues and visitors from transmission of the virus.
3. To maintain the confidence for residents and visitors that protecting everyone from the risk of infection is taken very seriously

Social distancing is essential, wherever it can be achieved and is particularly important when walking with colleagues, queuing, and, as far as possible, moving around colleague's workstations to move in and out of offices.

Thank you for your continued support and vigilance in helping to protect your residents, your visitors and yourselves during this difficult time.

CQC and Healthwatch: Because we care campaign

CQC have joined forces with Healthwatch and other health and care partners for this campaign and are calling on everyone to help shape health and social care.



New research shows nearly two thirds of people would support NHS and social care services by actively providing feedback on their care. People also say they are more grateful for their healthcare services since the coronavirus (COVID-19) outbreak.

This campaign aims to:

- help services identify and address quality issues
- support patients by encouraging people to share feedback on individual experience

Find more information about the campaign at:

<https://www.cqc.org.uk/get-involved/share-your-experience/because-we-all-care>

Or <https://www.healthwatch.co.uk/>

Digital agenda: Secure mail

There has been a tremendous response to the uptake of secure mail – primarily NHS.net in care homes and also other social care settings during the recent months.

All organisations that have access to NHS patient data and systems must complete the Data Security and Protection Toolkit (DSPT) to provide assurance that they are practicing good data security and that personal information is handled correctly.

NHSX are now leading on the (DSPT) and are requesting that care providers are registered before **30th September 2020**. This is so they can work out a support package involving NHS England Regional Teams with DSPT North delivering for North East and Yorkshire.

Registration link:

<https://www.dsptoolkit.nhs.uk/Account/Register>

For more information about the DSPT:

<https://www.dsptoolkit.nhs.uk/>

Planning for Flu Vaccine Campaign

In light of the risk of flu and COVID-19 co-circulating this winter, the national flu immunisation programme will be absolutely essential to protecting vulnerable people and supporting the resilience of the health and care system. The national flu immunisation programme aims to provide direct protection to those who are at higher risk of flu associated morbidity and mortality. This includes children, older people (>65 years old), people in long stay residential care homes, pregnant women, and those with certain underlying medical conditions. As with last year, all frontline health and social care workers should receive a vaccination this season.

Further information regarding this season's campaign:

<https://www.gov.uk/government/collections/annual-flu-programme>

Thank you for your continued support

We would like to offer our appreciation to our colleagues in care homes and other social care settings of your endurance during the unprecedented recent months in continuing to provide care and support to the people in their care.

If you have any specific learning or areas of new ways of working regarding medicine management in your home or with healthcare partners that you would like to share, please contact the team and we will use Medicine Matters to disseminate your experience to other services.

If you have any questions regarding this newsletter or if you have an idea for an article to be included in a future issue, please contact us on Tel: 0191 2172558 where you will be forwarded to the most appropriate member of the team

Please don't forget to share this newsletter with your colleagues!