

# Medication Management

Your Complete Pharmacy Service



Part of

CareFirst from  
**LloydsPharmacy**



## Your Complete Pharmacy Service

When it comes to safe, efficient medicines management, it pays to work as a team. So we've designed a care home medicines management package that helps you do just that:

### **Partnering with your GPs**

to synchronise prescription items into a single, easy-to-manage monthly cycle.

### **Helping care home staff**

to simplify medicines administration, stock control and reordering.

### **Working with care home managers**

to effectively plan complex medicine workloads.

### **Supporting operational and governance leaders**

to deliver the quality and transparency demanded by regulatory authorities.





## This is Care Homes Medicines Management, part of CareFirst from LloydsPharmacy

Across the country, our 1550 community-based pharmacies (including a network of 100-hours per week and late night pharmacies), and a dedicated LloydsPharmacy account team, are working together to address your complex and time-consuming medicines management challenges.

Care Homes Medicines Management offers a complete pharmacy service. Not only does it deliver all the day-to-day elements you already expect from a market-leading dispensing service, it adds significant business value, including:

- A full prescription collection and delivery audit trail
- Provision of controlled drug and homely remedy registers
- Laser-printed MAR charts for improved clarity and safety
- For registered nursing homes, we can assist with the provision of a fully-licensed waste medication collection service
- Account managers to ensure your home is matched to the LloydsPharmacy that can best accommodate its medicines management needs
- Annual pharmacist advice visits where required by the local Primary Care Organisation

Ultimately, Care Homes Medicines Management takes your administrative pains away. And fundamentally it gives staff back time to focus on the health and wellbeing of your residents.





## Time-saving GP partnerships

“An excellent service that meets all our needs. Very friendly and helpful staff. The delivery service means we get the emergency medication delivered that day, when we need it”

Dee, Deputy Manager,  
Lyme Regis Care Home

We've made it a priority to partner with the GP surgeries that support your care home. This ensures we can identify opportunities for significant process improvement and time savings, for example, by synchronising a resident's prescription in a monthly time saving cycle.

Not only does this deliver a more efficient administration process, it also supports your medicine stock control too. And with better stock control, you could dramatically reduce the amount of wasted medication – a fact that won't go unnoticed by public authorities, clinical governance commissioners and regulatory bodies.

## Fast and flexible delivery

We work with your teams on workload planning and delivery to ensure these are as efficient as possible. Monthly medications are dispensed and can be delivered up to four days before the next medication cycle. Acute prescription requests are dispensed and delivered within 24 hours of receipt of the prescription.

You'll also get great support from your local LloydsPharmacy – and can rely on us to deliver medicines on time and when it best suits you. We're flexible and support requests for ad-hoc or daily deliveries, working with you to agree a cut-off time for dispensing and delivering same-day prescriptions.

## Cost control to resident care

With payroll accounting for between 43% and 54% of care home costs, we understand the need to optimise this resource. But it's not all about costs. We know the biggest reason for winning back time is to spend more of it caring for residents. And that's exactly what our Care Home Medicines Management service lets you do.





## Helping you meet regulatory requirements

We know you're under increasing pressure to care for residents and meet regulatory requirements – often under difficult circumstances and time constraints.

So Care Homes Medicines Management isn't simply about dispensing and delivering prescriptions. We help you meet regulatory requirements. Regardless of geography, care homes must demonstrate they have all the necessary processes in place to meet these demands. We understand this and work with you in meeting and maintaining these standards.

## Achieving medicine management requirements

Medicine management is a particularly difficult outcome to achieve. Your care home must demonstrate that residents have their medicines at the times they need them and in a safe way. Managers must also make sure that care workers can safely and securely handle and administer medicines to residents.

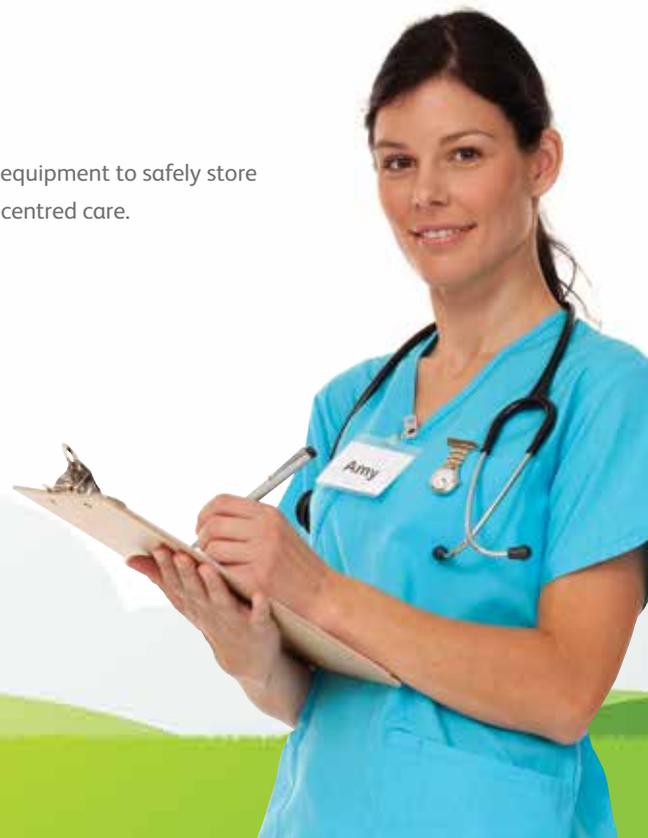
Having the right tools in place is a critical element of allowing medicines to be managed and administered safely. And by partnering with LloydsPharmacy we're here to help throughout the medicines management process.

By working with you and your team we can establish which medicines system best meets your needs to support you with safe, effective medicines management as required by CQC Outcome 9, SCSWIS, CSSIW or RQIA.

### We have the flexibility to provide:

- Traditional dispensing
- Monitored dosage systems (MDS)
- eMAR (Electronic Medicines Administration Records).

Our local teams and account managers can assist you with the provision of equipment to safely store your medication in a way that allows you to demonstrate individual person-centred care.





## Addressing risks across your care home

“Friendly staff with prompt and efficient services, delivery service is very good and timely. Training is excellent! Pharmacy audits are very good, well documented, educational and help give you insight, focus and good preparation for your CQC visits.”

**Abbie Nyadore,**  
Manager,  
Brownscombe House

We can also work with you to help minimise risks and errors around the dispensing and administration process of medicines – as identified in the Care Home Use of Medicines Study (CHUMS) report. Therefore, staff training and clearly defined processes are key, so we’re offering:

### Enhanced training and staff competencies, through:

- Distance Learning Training Packs: jointly developed with Keele University to meet level 2 medicines management and administration training
- Personalised on-site training to address system usage and MAR chart best practice
- Educational posters covering controlled drugs, fridge lines, cytotoxics and more.

### Improved medicines management processes:

- Laser-printed MAR charts for increased clarity – including full BNF warnings
- For *as required* medicines (Pro Re Nata – PRN), no times are shown on MAR charts to ensure the right protocols are followed
- Reminder charts for non-blistered items – including topical medications and inhalers
- A range of stationery to assist medicines safety – MAR chart folders with space for notes and photographs, controlled drugs registers, homely remedy books, date opened labels and more.

As well as these innovations to support your regulatory requirements, LloydsPharmacy is committed to the Department of Health’s focus on improving medicines management for patients in care settings.





## National support, local care

Service is nothing without support. So, in addition to our essential tools, you'll benefit from regular pharmacist/technician visits.

These visits are designed to help give you clear guidance and develop an action plan to further improve compliance necessary to demonstrate competence in medicines management (as would be inspected at regulatory visits by the CQC, SCSWIS, CSSIW or RQIA).

Not only that, our nationwide fully-qualified teams provide expert support to implement Care Homes Medicines Management in your care home.

They will support you from the very beginning and will be on hand throughout to help with all aspects of the service level agreed between your home and LloydsPharmacy.

The team is also supported by a dedicated Support Centre and Customer Relationship Management Team – giving you peace of mind of a continually-developing service with a local and personal touch.

And when you choose Care Homes Medicines Management, you can be assured that we consistently measure our service levels through a series of Key Performance Indicators and customer service surveys.

**For more information about Care Homes Medicines Management and CareFirst from LloydsPharmacy, contact us:**

**T** 02476 432117

**W** [putcarefirst.co.uk](http://putcarefirst.co.uk)



CareFirst from  
**LloydsPharmacy**

In addition to Medication Management CareFirst from LloydsPharmacy also offers:

- Electronic Medicines Management (eMAR)
  - eCare Planning
- eLearning – interactive training for the Care Sector

 02476 432117

 [putcarefirst.co.uk](http://putcarefirst.co.uk)

Lloyds Pharmacy Limited, Coventry, CV2 2TX.