

PHARMACEUTICAL SERVICES (SCOTLAND)

ADDITIONAL SERVICES

MEDICINES ADMINISTRATION – HOME CARE SERVICES

1. Service Aim

To provide a pharmaceutical service to support home care services across the Scottish Borders in the administration of medicines. This will include advice, information and supply.

2. Service Outline and Standards

The service will be available to service users in their own home assessed as requiring support to administer their medicines (Level 3 service users)

The service is open to all Community Pharmacies in the Scottish Borders and those pharmacies in adjacent areas who supply medicines to patients who require support with medicine administration and who live in the Scottish Borders.

Pharmacies contracted to provide this service will supply a MAR chart for care workers who are providing this service

All medicines for people on Level 3 (medicine administration by front line home care staff) must be dispensed in bottles and original packaging and not any form of compliance aid.

MAR charts will conform to current Royal Pharmaceutical Society Guidelines and all pharmacies supplying them will have a Standard Operating Procedure for their production

A new MAR chart will be provided on a monthly basis and also, if required, when a change is made, in month, to an existing Level 3 service user's medication

Pharmacies who operate a Prescription Collection service or Collection/Delivery services should continue to do so for Level 3 service users

Pharmacies will provide advice if required, to Care Workers, their line managers and Emergency Home Care Service about the service user's medicines and MAR chart.

Pharmacies will continue to liaise as at present with the service user's GP about the service user's medicines and their prescribing

Details of the MAR charts produced should be maintained and recorded in accordance with local arrangements.

Details of service users requiring this service will be provided to participating pharmacies using the MAR chart notification form provided in Annex 1.

Role of Community Pharmacists

- Dispensing of prescriptions.
- Providing advice on prescription medicines if requested to home care workers, their line managers (Home Care and Care at Home) and the Rapid Response Team.
- Providing advice on over the counter medicines, including possible interactions with prescription medicines
- Providing advice on chronic medical conditions e.g. asthma and diabetes
- Providing advice on minor ailments
- Supplying information leaflets about health issues
- Liaise with the service user's GP about prescribed medicines and their inclusion on the MAR chart
- Providing advice on medication aids to assist patients to manage their own medicines – e.g. easy to open caps on bottles, providing larger labels on bottles etc
- Production and updating of MAR charts for use by home care providing level 3 medication support. Such MAR charts to conform to RPS guidelines and be produced in accordance with a Standard Operating Procedure
- Maintain a record of dispensed medicines and MAR chart production for information and audit purposes
- Provide information to BECS on those patients receiving MAR charts

Role of admin, home care and care at home service provider

- Inform pharmacist and GP on MARs notification chart form that level 3 medication support is required
- Ensure repeat prescriptions are requested for Level 3 service users
- Update pharmacies with changes in medication and new medicines supplied
- Inform prescriber of medicines missing from the MAR prescription
- Return unwanted medicines to pharmacy to be destroyed – medicines to be counted and listed on Council form – Medicines Disposal form
- Collect prescription from service users GP if required
- Collect prescriptions and MAR chart from named pharmacy if required

3. Training

Community pharmacy contractors and staff who participate in any local training initiatives will be remunerated at the agreed rate

The community pharmacy contractor will ensure that pharmacists and staff involved in the provision of the service are aware of and operate within local guidelines and follow the necessary Standard Operating Procedure.

4. Payment

A fee of £5 will be paid for each MAR Chart produced in the community pharmacy. This will include the provision of written and verbal advice to clients/carers where necessary.

Payment shall be made in accordance with the procedure in place in NHS Borders. Prescriptions should be endorsed in the usual way to ensure payment.

5. Monitoring and Evaluation

It is a requirement of the service that appropriate records, including patient medication records are kept and maintained by the community pharmacy contractor, to enable verification of service provision and to provide information to NHS Borders for internal and external audit and evaluation purposes

The process of monitoring and evaluation will take place annually via a meeting with NHS Borders and NHS Borders Chemist Contractors Committee

A Standard Operating Procedure should be in place in the pharmacy to cover all relevant aspects of service provision

Annex 1
MAR Chart Notification Form
BECS Special Notes

Date:

Service Users Name:

Service Users Home Tel No:

Service Users Home Address:

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Post Code:

Service Users Own Doctor/Surgery

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Service Users Dispensing Pharmacy

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Family will collect medication for service user

Safe for home delivery to service user if required(please tick if appropriate)

NOT safe for home delivery to service user (please tick if appropriate)

MAR Chart Start Date:

Submitted By:

1 Copy to Service Users GP; 1 to Dispensing Pharmacy; 1 Copy to BECS Fax