



Amy Potts
Care Home
Technician



Ceri Wright
Care Settings
Team Lead



Richard Lee
Care Home
Technician

Medicines Management Team Mission:

To drive improvements in health outcomes and reductions in health inequalities for the population of Shropshire, Telford and Wrekin by leading on a system-wide collaborative approach and ensuring safe and effective medicines use is integral to all services, pathways and settings.

The Medicines Management Care Settings

Governance Team (pictured above) sits within the wider medicines management team and our role includes non-patient facing support including:

- Advice and guidance on the safe and effective management of medicines in line with National requirements: CQC, NICE e.g. self-care medicines, oral nutritional supplements/Think Food, STOMP - Stopping over medication of people with a learning disability, autism or both and STAMP - Supporting Treatment and Appropriate Medication in Paediatrics
- Education on the safe use of medicines and associated subjects
- Linking in with safeguarding teams where medicines management support and advice is required
- Advice on management of medicines in line with local guidance e.g. "when required" & homely medicines

We work with wider teams/organisations across the system to support best practice where medicines are associated such as: frailty, dementia, end of life, advance care planning, ReSPECT, oral health & wound-care. The Team can be contacted on the email address below.

You may also be familiar with pharmacy teams employed at GP practice and PCN level. These teams are likely to carry out patient-facing tasks, usually managing individual patient-focussed work as directed by the practice/PCN, such as structured medication reviews and medicines reconciliation following patient transfer, patient queries, but also liaising with care homes around their ordering and supply of medication.



In collaboration with SaTH community dietitians we have re-launched [Think Food in Care](#)

[Homes - A practical guide for the treatment of malnutrition with everyday food and drink](#). Working with GP practice teams will help identify trends in use of Oral Nutritional Supplements (ONS) and inform education and training to support the use of the Think Food practical guide and the [ONS Review & Monitoring form](#). Please get in touch to talk about the great work you are doing around nutrition so that we can spread the word and share good practice.

Medicines Management - Care Settings Governance Team, NHS Shropshire, Telford & Wrekin

Medicines Related Incident Reporting

Recent advancements in the reporting capability for medication related incidents have been made via an electronic secure web-based form. Care settings now have direct access to the Ulysses incident reporting system via a web-based link, allowing medication related incidents to be reported directly onto the system ensuring accurate, first-hand information is reported. With training, guidance and support, access to this reporting process and system has been rolled out to T&W care settings, with a further roll out to Shropshire care settings from May 23. Information & guidance will be shared across STW care settings, to support the implementation and roll out. Use of the Ulysses system will allow for trends and themes to be identified, in addition to enabling functions for reporting and feedback purposes. Medicines related incidents are reviewed and followed up by the NHS Shropshire, Telford and Wrekin Quality team and Medicines Management team. Thereby improving patient safety and collaborative working across STW.



Safer sharps devices – The medicines management team carried out a project around the appropriate use of safer sharps devices in care settings. These are not for routing prescribing via an FP10 for use by healthcare professionals, including District Nurse teams and should be procured and treated as Personal Protective Equipment (PPE). This project has been carried out with support from GP Practices and District Nurse teams across Shropshire Telford and Wrekin. If you have any queries around the use of safer sharps, please contact us.

The Rolling Training Programme 2023-2024

Following the success of its original pilot in 2015 and subsequent rollout the programme halted at the beginning of the pandemic but then re-introduced on a smaller scale in 2022. With the aim of offering learning and development around non-mandatory training, we have been fortunate to enlist the support of subject experts who will deliver the most up to date, evidence-based training in their field. Sessions are loosely themed to form modules which run across one day and currently include:



Module A – Oral Health, Eating, drinking and swallowing difficulties, Communication Difficulties, Think Food & Drink.

Module B – Deterioration & Clinical Observations, Sepsis Overview and Awareness, Pressure Ulcer prevention.

Module C – Medicines Management, Medicines Error Workshop, Medicines Reconciliation, An introduction to Behaviours that Challenge.

Module D – Stoma Care & Continence Awareness.

We are currently planning the 2023-2024 programme, where we hope to expand our subjects and venues so keep a look-out for information on the SPiC [website](#).

Learning Management System (LMS)

Some of the modules in the rolling training programme are reflected on the virtual platform Learning Management System <https://mel-lms.online/> offering a blended approach to training and improving accessibility.

Reminder - Guidance on the correct use of Controlled Drug (CD) Registers in Care Homes

- **Indexing** – Each Register has an index at the front of the book, the purpose of the index is to document each page that each drug has been recorded on. It is important that this section of the register is completed accurately so that auditors can easily identify the relevant pages for review.
- **Pages** – Each Register must have a designated page for each medication, form and strength. CDs belonging to different individuals must be recorded on separate pages. The title of each page should document the name, strength and formulation of the drug as well as the name of the person the medication belongs to.



A page transfer should also be conducted at the end of each page, this process documents the closing balance of each page and states the page to which the balance was transferred. A duplicate entry (starting balance) should also be written at the start of each page.

- **Error handling** – The law is clear on how errors are to be handled regarding CD Register entries. The Misuse of Drugs Regulations 2001 states that “no cancellation, obliteration or alteration of any [entry] shall be made, and a correction of [an entry] shall be made only by way of marginal note or footnote which shall specify the date on which the correction is made;”. If you do make an error in the CD register then follow these steps:
 - Write square brackets around the error [].
 - In the margin or as a footnote on the page, document the correct details including the date of the correction and the signature of the person documenting the correction.
 - If multiple errors have happened on a page, it is important that the corrections can be cross-referenced to the relevant entry, use an asterisk (*) or other symbols as necessary.

If you have any questions relating to this guidance or any other aspects of medicines management please don't hesitate to contact us.

Aspirin use for Heart Emergencies in a Care Home

Following a call with the ambulance service, one of our Shropshire, Telford & Wrekin care homes approached us to enquire if there was guidance for care homes around keeping Aspirin in stock for use in a **Heart Emergency**. As a result, we have developed guidance which aims to support care homes in having the necessary Aspirin stock available for a heart emergency, **under the strict authorisation of a specific healthcare professional**, should such an emergency arise. Following recent roll out of the **Aspirin use for Heart Emergencies in a Care Home** guidance and feedback from providers, there have been some minor changes made to the

document including format changes to improve the flow of the document. All care homes will be notified of the updated guidance in due course. We will be offering further informal Teams sessions to give an opportunity for you to discuss the guidance and ask questions. Alternatively, contact us via the care home enquiries email address for further information.

Medicines into hospital

We have recently been receiving reports from various care settings about conflicting advice regarding their clients' medication being taken into hospital on admission. We are currently working with West Midlands Ambulance Service and all our local hospital trusts to develop consistent guidance on this topic. We envisage that knowing what to expect with your clients' medication on admission and discharge will reduce confusion and the likelihood of errors occurring during these difficult transitions and will keep you updated on our progress.

Coffee Break Quote:



Emollients & Fire Risk

New information about risk of severe and fatal burns with paraffin-containing and paraffin-free emollients

As a result of a fatality linked to emollient use, the NHS STW Medicines Safety Group would like to raise awareness of the risk of fire linked to emollient use: Warnings about the risk of severe and fatal burns are being extended to all paraffin-based emollients regardless of paraffin concentration. Data suggest there is also a risk for paraffin-free emollients. Please read the full guidance [here](#) which includes a link to a toolkit of resources such as posters and leaflets for health and social care professionals to support the safe use of emollients. See [here](#) for the resources. **What is an emollient?** <https://www.nhs.uk/conditions/emollients/> Emollients are moisturising treatments such as lotions, sprays, creams, ointments and soap substitutes applied directly to the skin to soothe/hydrate it. They cover the skin with a protective film to trap in moisture and are often used to help manage dry, itchy or scaly skin conditions such as eczema and psoriasis.

NHS Shropshire, Telford & Wrekin Website Access

Visit the Care Settings page - step-by-step guide:

- Shropshire Telford and Wrekin NHS [website](#)
- Click on the 3 bars at the top right of the screen
- Go to: Our work – Click on **Medicines Management**
- Click **view our commissioning policies, clinical guidelines and legacy documents**
- Now click on **Clinical Guidelines and Resources**
- Go to **Care Settings** (the third option from the bottom)
- You have arrived at your destination.



Please contact us if you would like any support with medicines management or with ideas/articles for future newsletters:
stw.carehomeenquiries@nhs.net