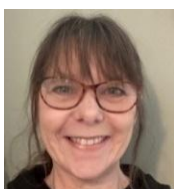
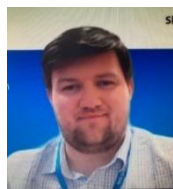




Amy Potts
Care Home
Technician



Ceri Wright
Care Settings
Team Lead



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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.

Ulysses/N2N Reporting

We would like to thank-you for using the online NHS to NHS concerns reporting platform Ulysses. Since the recent roll-out across Shropshire Telford & Wrekin, we have seen an increase in reporting from our care setting colleagues. The ICB Quality team and Care Settings Governance team would like to raise awareness and promote the use of the web-based link for care settings to report concerns.

Ulysses can be used for reporting more than just for reporting medicines-related incidents. Other concerns that can be raised include, but not limited to, suboptimal care (quality of care, unsafe care, neglect, and abuse), any discharge related concerns, infection control concerns and access and waiting (appointment delays, unable to access appointments and treatment delays etc). If in doubt report your concerns to us through Ulysses [here](#).

Please ensure when reporting in medication related incidents the Medication section, on page 2 of the incident reporting form is completed. Guidance documents below:

- <https://www.shropshiretelfordandwrekin.nhs.uk/wp-content/uploads/Medication-Incident-Reporting-Guidance-version-3-May-2023-2.pdf>
- <https://www.shropshiretelfordandwrekin.nhs.uk/wp-content/uploads/Reporting-incidents-using-Insight-for-care-setting-staff-STW-Apr-2023.pdf>

For more information please contact the Care Settings Governance team for medicines management related queries on: stw.carehomeenquiries@nhs.net or the Quality Team on: quality.stwccg@nhs.net

Self-care medicines

CQC's guidance says that people should be supported to manage their own care and that giving people access to over-the-counter products and enabling them to choose is an issue of equality. By putting the necessary safeguards in



place it is possible to support people receiving care to have access to self-care medicines either by purchase over-the-counter products from a pharmacy, where this is possible or by care homes keeping a small supply of over-the-counter products in stock as a homely remedy. The full CQC guidance can be found [here](#) and to support the practicalities around this we have produced a guidance **Non-prescribed Medicines in Community Settings** (A guide to support care home and home care settings with purchased medicines and related products) which is available on our website [here](#). The guidance includes a template for recording consultations with the appropriate healthcare professionals.

Highlighting outstanding practice feature



One care home we have heard from has recently introduced an innovative way to support a person who was prescribed a mood stabilising drug to reduce their dose and eventually remove it all together.

The staff worked with other professionals and researched other options to help to reduce the person's anxious behaviour. Recognising the importance of smells to the person, they introduced a 'Smells box' containing pouches of favourite smells, such as coffee, curry, cinnamon and washing powder. The person could take a pouch out with them which could be used to comfort them if they started to feel anxious.

Staff said "It is a distraction, and it is really helping. If they are anxious, we ask them where the box is and go through the different smells. It does not totally stop the anxiety, but it helps to reduce it."

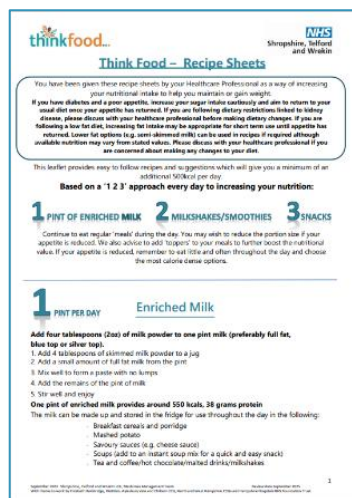
Send us your good practice ideas
to share and you could feature here.



Oral Nutritional Supplement (ONS) Review Service

NHS Shropshire, Telford and Wrekin are undertaking a project focussing on ONS prescribing for all patients, including patients in care settings. ONS prescribing has been identified as one of the highest Primary Care spend areas both Nationally and Regionally, with prescribing ranking within the top five spend for the Region. Across Shropshire, Telford and Wrekin ONS prescribing has been identified as a quality and efficiency improvement opportunity. To support the review of all ONS prescribing in Primary Care, NHS STW will be carrying out a clinical review service in conjunction with Spirit Health. The Spirit Health team will work closely and collaboratively with Primary Care teams, Secondary Care Dietetic Services and PCN Dietitians where they are in place to undertake a clinical review of patients prescribed ONS, and ensure they are aligned with STW clinical guidance and formulary choices. See the Formulary [here](#).

Any changes to prescribing of patients ONS, including product and/or treatment plan changes, will be communicated to patients/careers in writing by the Spirit Health team. The project launched in August 2023 and will continue throughout 2023/2024. Please contact the Care Settings Governance team for any further information.



Think Food Recipe Sheets

There is a recently updated 'Think Food' recipe booklet, which has been shared with GPs. These are being offered to help support patients to fortify their

diet and increase their nutritional intake to help to maintain or gain weight, as a first line approach before prescribing Oral Nutritional Supplements (ONS). The booklets are available for download via the above link to the Formulary.

Urinary Tract Infection (UTI) Prevention and Management Training in Care Homes:

A ½ day course for nurses and senior carers, there are two remaining dates available:

31st October

1st December



What does this course cover?

- Understand how to reduce the risk of UTIs in care home residents
- Understand why some people get recurrent UTIs
- Be able to assess signs and symptoms of UTIs
- Understand antibiotic resistance and appropriate prescribing of antibiotics for the treatment of UTIs
- Understand how to use the UTI assessment tool and best practice in management of a suspected UTI
- Monitoring for deterioration
- Recap good catheter care techniques

Book via <https://www.spic.co.uk/event/>

Coffee Break Quote:



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!!The Importance of Medicines Allergy Information!!

Getting the information right relating to medicines allergies is crucial.

The Royal Pharmaceutical Society have just released a news article saying that many people mistakenly think they are allergic to penicillin and are potentially missing out on the best antibiotic if they develop an infection because they mistakenly believe they are allergic to penicillin. This means their health could be compromised by receiving different antibiotics that may be less effective, prolong recovery periods and could cause admission to hospital.

Read the full story [here](#)

All care service providers should ensure they have robust processes around how medicine allergies are recorded and shared in order to inform safe prescribing and administration. It is also important to describe the effects of the allergy in the care plan so that prescribers can use this information to make informed prescribing decisions.

NICE Guideline Managing Medicines in Social Care Published: 14 March 2014 says that "Care home staff should ensure that the resident's GP is contacted to find out about any allergies and intolerances to medicines or their ingredients. This information should be accurately recorded on the medicines administration record and shared with the team(s) providing care to the resident." The next medicines review would be a good opportunity to check that this information is up to date.

Constipation Resources for People with a Learning Disability

What you need to know about constipation.

People with a learning disability are much more likely to experience constipation, and to have their symptoms overlooked.

If you care for someone with a learning disability, make sure that they know the signs of constipation and to tell someone they trust.



For information and resources to help you discuss constipation with those you care for, visit england.nhs.uk/publication/constipation-resources-for-carers/

Find the full suite of resources [here](#).

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