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Care Setting Team
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We aim to:

- Promote cost effective prescribing and safe use of medicines in order to prevent errors/incidents and harms related to medicines.
- Provide medicines management-related information, advice, guidance & resources to support good quality, person centred, safe medicines management.
- Enable care setting colleagues, through programmes of training and support, to manage medicines with confidence.

Data Enhancement – Richard takes up new role



Richard Lee
Pharmacy
Technician

The Medicines Management Team are strengthening the use of data within the team with Richard currently leading on this work. This new role for Richard will offer additional support to a wide variety of clinical projects including those that benefit people living in care settings.

Medication Related Incident Reporting

A massive thank you to all care settings/providers that are utilising the Ulysess medication incident reporting form to report in medication related incidents that have resulted in actual harm. The period of April - June 2024 (Q1), saw a decrease in reporting with 10 incidents reported compared to 25 incidents reported for Jan – Mar 2024 (Q4).

We promised to share trends and themes as a result of reporting. Trends & themes have been highlighted around:

- incorrect dose administered,
- delay in giving medication as prescribed and
- incorrect strength of medication administered.

All of these incidents have highlighted the importance of following the 6 core rights of safe medicines administration:



...and the need to carry out a second check when booking in medicines to ensure a robust medicines reconciliation process.

Also, thank you to those care settings/providers who have returned the quarterly no harm/near miss reporting template for the period April – June 2024 (Q1), which also saw a decrease in the number of care settings reporting.

Trends and Themes Identified:

- Omitted medicines was a trend identified across a number of care settings, all of whom have since introduced an electronic system to aid a potential reduction in these types of no harm/near miss incidents.

Medicines Error Management

There are plans to align with the introduction and roll out of PSIRF (Patient Safety Incident Response Framework) meaning a new approach to reporting and responding to patient safety incidents. The framework represents a significant shift in the way the NHS responds to patient safety incidents and is a major step towards establishing a safety management system across the NHS as part of the [NHS patient safety strategy](#). We will keep you posted of progress on PSIRF.

One-Minute Brief



Please see this link for NHS STW's one minute brief. This edition's brief is on Epilepsy:

[Your-One-Minute-Brief-on-Epilepsy-2.pdf](#)
shroandtel.co.uk

Medicines Management Audits (the checklist)

Many of you will know that we have been visiting care settings over the years and completing a medicines management audit – fondly referred to as “the checklist”. The aim of the checklist is to note and celebrate good practice and identify areas where improvements can be made around medicines storage and procedures. Feedback has always been positive and care setting colleagues have found them useful, however we have never achieved our initial aim of completing a checklist in every care setting in Shropshire, Telford & Wrekin each year. In collaboration with the Local Authorities, who have responsibility for monitoring care settings, we are now running a pilot to trial a system of self-auditing. This is similar to the self-auditing system used in Infection, Prevention & Control. We would like to thank the care homes involved in the pilot and we will update all care setting colleagues on the results. Currently the audits are applicable to care homes but if you are a provider in either home care or supported living and think this may be of use to you, please get in touch.

Care Cascade Newsletter



Care Cascade July 2024.pdf

See latest edition of NHS STW's Care Provider Update Newsletter above.

ONS Ready Reckoner

The Oral Nutritional Supplement (ONS) compendium, 'Ready Reckoner' for Primary Care is now available to support the appropriate prescribing of ONS in conjunction with the Shropshire Telford and Wrekin, ONS Primary Care prescribing guideline and can be found using the following links:

- Oral Nutritional Supplement (ONS) Compendium Ready Reckoner for Primary Care: [Primary Care ONS formulary swaps compendium - STW ICS March 2024](#)
- Integrated Care System Shropshire Telford and Wrekin Local Health Economy Formulary: [Formulary \(shropshireandtelfordformulary.nhs.uk\)](#)

For any further information, please contact the Care Settings Governance Team at: stw.carehomeenquiries@nhs.net

Medicines Ordering Cycle Training

Our team are currently in the process of rolling out a training package to provide education and support to care settings, GP practice and PCN colleagues and the community pharmacy workforce. The aim of this project is to improve the understanding of the care settings medicines ordering processes across Shropshire, Telford and Wrekin.

The main objectives of this project are to:

- Improve communication around medication ordering between care settings, Primary Care and Community pharmacy.
- Improve the general understanding of the monthly medication ordering cycle in care homes.
- Reduce the number of in hours and out of hours calls between care settings and practices and time spent chasing prescriptions.
- Share tools for processing ad hoc medicine requests e.g.:
 - interim medication orders
 - urgent medicines
 - acute medication requests
- Reduce medicines waste.

Training will be provided in a variety of ways to suit needs and may include face to face sessions which are anticipated to take around an hour. If you are able to support us with roll out and implementation of this training, please contact the Care Settings Governance Team via email at stw.carehomeenquiries@nhs.net.

Sarcopenia and Malnutrition

It has been highlighted to the Medicines Management team that GPs are receiving more requests for Oral Nutritional Supplements (ONS) from care settings for individuals assessed as having sarcopenia. Please see the fact sheet below, which provides information and guidance on identifying and managing both sarcopenia and malnutrition. In some cases sarcopenia can be managed with a high protein diet and resistance exercise without the need for ONS, whereas individuals identified as being malnourished may require supplements alongside a high protein and nutrient dense diet, following the local Think Food in care homes [pathway](#). In addition, please see the link below to the *Sarcopenia: loss of muscle mass – A Healthcare Professional Fact Sheet* highlighted to us by a PCN dietitian colleague: [factsheet_sarcopenia.pdf \(malnutritionpathway.co.uk\)](#)

Change of E-Mail Contact - NHSE Midlands Controlled Drugs Team (with immediate effect)

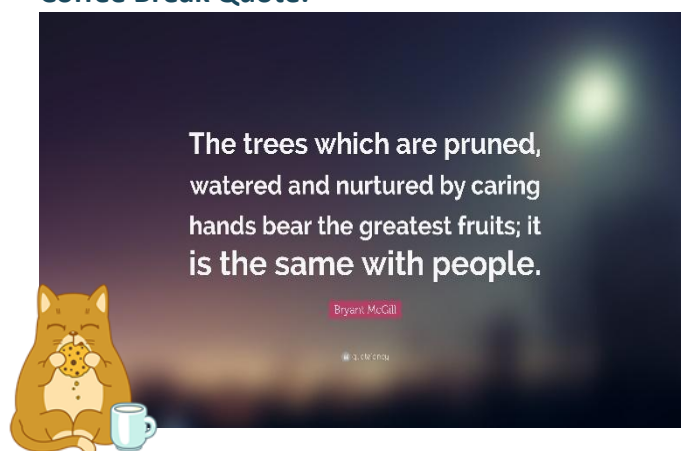
From 1 September 2024, the team will be formulated into just East and West Midlands, replacing the three previous sub-regions of North, Central and West Midlands. The West Midlands includes:

- Shropshire
- Staffordshire
- Birmingham & Solihull
- The Black Country
- Coventry & Warwickshire
- Herefordshire & Worcestershire

There is a new joint regional e-mail address which became active on **1 August 2024** so with immediate effect, if you wish to contact the Midlands CD Team, please e-mail: England.MidlandsCD@NHS.net

You can also access the NHS England Midlands Controlled Drugs Newsletter for Summer 2024 [here](#). To print a copy or download as a PDF, use the 3 dots at the top right-hand corner of the first page.

Coffee Break Quote:



Please contact us if you would like any support with medicines management, or with your good practice examples for future newsletters:
stw.carehomeenquiries@nhs.net