

**NHS Shropshire, Telford & Wrekin
Medicines Management Team**

Care Homes Support Pathway

August 2023



Support for Care Home Residents

Advance Care Planning (ACP) in Care Home Team

ACP / RESPECT Workstream

Proactive work designed to keep patients well, in their preferred place of care, anticipating their needs to avoid emergency admission:

- Identification of patients with deteriorating health and a high frailty score and start the ACP, anticipatory care, and ReSPECT.
- MDTs to discuss with wider health professionals around the plans of care for the above patient group.
 - Telford GP surgeries: planned weekly MDT meetings with each Care Home, a pharmacist, Care Home MDT, and Dementia services on a monthly basis. These meetings discuss patients that any part has concern about. The patient is then seen by Care Home MDT.
 - Shropshire GP surgeries: MDT meetings on a four weekly rolling programme.

To provide the essential knowledge and understanding to make the best use of the planning and support available.

- Patient and relatives' education
- Education for staff on recognition of deteriorating health, frailty, UTI and chest infection prevention and identification.
- Awareness of ACP, anticipatory care planning, and ReSPECT processes.
- Increasing confidence in Care Homes to accept patients back from hospital.

Care Home Virtual Ward

Stared in December 2022 to support system pressures.

- Contacting Care Homes daily (Monday to Friday) to identify any concerns about risk of deterioration, admission, or issues with existing plans.
- Additionally, referrals will be accepted from any health or social care professional involved with patient, including inpatient settings.
- Considering movement onto Virtual Ward.
- Ensuring patient flows through to ACP / ReSPECT workstream.
- To provide support to patients to avoid hospital admission step up into virtual ward or stepping down and providing confidence to the Care Home in caring for the patient during the step-down process.

The patients eligible for this service:

- Care Home residents (nursing, residential, and EMI).
- Patients registered with a GP in Shropshire, Telford and Wrekin.

The patients not eligible for this service:

- Learning Disability
- Living in supported living/scheme managed
- Referral Routes
- ACP / RESPECT Workstream
- Services provided by existing District Nursing teams, and other specialist services

**GPs, ACPs, Nurses,
Practice / PCN Pharmacy Team
AHP, FCP in GP surgeries**

**Preventive services
Diagnosis & treatment
Management of long-term conditions
Reviews**

**Medicines Reconciliation
Structured Medication Reviews**

**Referral to MDT if necessary:
Patients require complex reviews
with further Multi-Disciplinary Team
input.**

Support for Care Homes

MEDICINES MANAGEMENT TEAM – Care Settings Governance Team

Training and education

- Face to face training and education provided in-house, via Joint Training or Partners in Care and on the virtual platform: ICS Learning Management System (LMS).
 - Safe Medicines Management in a care setting
 - Medicines Reconciliation
 - Medicines Errors; reporting, prevention & learning from errors
 - Self-care medicines
 - Medicines Safety and Incident reporting and management – Ulysses training
- Signposting to additional training resources.

Support

- Providing advice and guidance on the safe and effective management of medicines in line with CQC, NICE, other National requirements and local guidance such as:
 - Managing medicines in care homes Social care guideline [SC1]
 - ONS - Think Food approach
 - Self-Care, Homely Remedies
 - When Required medicines – PRNs
 - Covert medicines
 - Controlled drugs
 - Where concerns around medicines safety issues in care homes are raised -- work closely with all stakeholders including Local Authorities.
 - Supporting care homes with medicines management elements of other projects such as falls prevention, Hydration & UTIs.
 - To report and support investigation for medicines safety incidents in line with ICB procedures, sharing learnings from incident investigations to promote best practice and inform training.
 - Supporting Safeguarding teams where medicines management advice is required following a safeguarding referral.
 - Support with medication ordering processes and waste management.
 - To work with GP practice teams and Community Pharmacies to improve processes around medicines ordering supporting timely access to patients' medicines.
 - Supporting Primary Care and community pharmacy with relationship building / linking with Care Homes
- A dedicated contact email address for specific **Care Home queries**: stw.carehomeenquiries@nhs.net

Quality Team – Quality Lead for Care Homes

- Provide training and education on: Frailty, Managing Deterioration, Use of Soft Signs tools and Effective Communication Tools
- Provide training on Effective Record Keeping
- Facilitate Quality Forums
- Chair the care sector support collaborative and share highlights with all Care Homes
- Undertake supportive quality assurance visits to Care Homes
- Provide advice and support to Care Homes
- Concerns around quality: Work closely with stakeholders including CQC and Local Authority
- Email Jill.hassall@nhs.net

Community Pharmacy

- Medicines Administration Records [MAR] chart production
 - Standard paper
 - Electronic MAR charts -
 - ❖ barcoding between patients, medications and MAR sheets
 - ❖ Support with stock control and ordering
- Medication supply
 - Original pack
 - Compliance aid (only if appropriate)
 - Delivery
 - Verification of expected medications
- Liaising between GP and Care Homes on clinical queries
- Care Home audits to support regulatory compliance and safety
- Providing general medicines management advice
- Providing general medicines advice

Support for Residents, Care Homes, GP practices

Shropshire Council Adult Social Care

- Let's Talk Local – advice, guidance, signposting, referral to other ASC services
- Shropshire Integrated Care SERVICES (ICS) Team - supporting people returning home from hospital
- Short Term Assessment and Reablement Team (START)
- Community Social Work Teams – Care Act Assessment
- Deprivation of Liberty Safeguards (DoLS) Team
- Adult Safeguarding Team
- Shropshire Carers Team - support for family carers
- Direct payments and Personal Budgets
- Financial Assessment and advice on paying for care

Website: [Adult social care | Shropshire Council](#)

Contact: **First Point of Contact (FPoC)**

Telephone: 0345 678 9044 Monday to Thursday, 9am to 5pm, and Friday 9am to 4pm

Email: firstpointofcontact@shropshire.gov.uk

A call is preferable to email to ensure the right information to deal with an enquiry is captured and delays in responding is avoided.

Out of Hours Contact: For urgent adult safeguarding concerns outside of the above hours:
Emergency Social Work Duty Team Telephone: 0345 678 9040

Telford & Wrekin Council Adult Social Care

- Telford Integrated Community Assessment Team (TICAT) supporting people returning home from hospital
- Care Act Assessments
- Deprivation of Liberty and Safeguarding
- Direct payments and Personal Budgets
- Enablement
- Mental Capacity
- Paying for care

Website: [Adult Social Care \(ASC\) - Telford & Wrekin Council](#)

Contact: **Family Connect**

Telephone: 01952 385385

Text back service: 07537453177

Email: familyconnect@telford.gov.uk

Out of hours Contact:

Telephone: 01952 676500

Live Well Telford – Online Community Directory



Shropshire Public Health Team

- **Shropshire Health Protection Cell**

Information and support in relation to the prevention and management of a wide range of infectious diseases.

Telephone 01743 251234

Email: shropshirepublichealth@shropshire.gov.uk

- **Social Prescribing Service**

Improving health and wellbeing by linking people in with activities or supporting with an action plan. Accept GP, other health professional or self-referral.

Telephone: 0345 6789 025

Email: healthylives@shropshire.gov.uk (with the subject 'Social Prescribing self-referral.')

Website: [Public health | Shropshire Council](#)

Telford & Wrekin Public Health Team

- **Health Protection Hub**

Information and support in relation to the prevention and management of a wide range of infectious diseases.

Telephone: 01952 381818

Email: healthprotectionhub@telford.gov.uk

Website: [Health Protection Hub - Telford & Wrekin Council](#)

- **Healthy Lifestyles**

Improving health and wellbeing by linking people in with activities or supporting.

Telephone: 01952 382582

Email: healthylifestyles@telford.gov.uk

Website: [Introduction - Healthy Lifestyles Service - Telford & Wrekin Council](#)

Support for GP surgeries

Primary Care Training Hub

- Supply of general practice workforce through facilitating learner placements and retention initiatives.
- Upskilling and leadership with a comprehensive training and education offer to all primary care roles.
- Embedding new roles: a team of Clinical Facilitators support the transition into primary care and preceptorship year.
- New ways of working through facilitating the creation of multidisciplinary teams and development of practice.
- [STWTH Training hub workforce supply, upskilling, leadership, for Primary Care \(stwtraininghub.co.uk\)](http://stwtraininghub.co.uk)

MEDICINES MANAGEMENT TEAM

Projects

- Medicines Management Team are involved in the development of key strategies and policies and liaise and work collaboratively with wider teams and organisations across the system to support the implementation of national guidance and best practice where medicines are related.
- Medicines Management Team support the implementation and development of clinical pathways and guidelines.
- Deliver improvements in quality and cost-effectiveness through locally developed incentive schemes and local enhanced services for prescribers [Medicines Management Prescribing Development Scheme and Safe prescribing of Medicines locally commissioned service (LCS)]
- Medicines Management Quality, Innovation, Productivity and Prevention (QIPP) programmes.
- Key Clinical priorities to optimise medicines use and improve patient outcomes e.g.:

Polypharmacy/ overprescribing <ul style="list-style-type: none"> - STOMP - Dementia - Pain-management - Drugs associated with dependency 	Cardiovascular Diabetes Respiratory (Green agenda) Antibiotics Stewardship Wound management
Self-Care	Drugs of Limited Clinical Value (DOLCV)
Oral Nutritional Supplements (ONS)	Medicines Value- Cost-effective prescribing

Resources

- Guidelines / policies available from our website [Medicines Management - NHS Shropshire, Telford and Wrekin \(shropshiretelfordandwrekin.nhs.uk\)](http://shropshiretelfordandwrekin.nhs.uk)
- Local Health Economy Netformulary [Formulary \(shropshireandtelfordformulary.nhs.uk\)](http://shropshireandtelfordformulary.nhs.uk)
- Many practices have access to ICB commissioned tools such as Eclipse, Newt guideline, and Scriptswitch

Support

- Support the delivery of Primary Care Network priorities and enhanced services where commissioned to do so
- Support and advise Primary Care on the safe management of Controlled Drugs
- Quality assurance and clinical governance relating to prescribing and safe use of medicines in Primary Care
- To report and support investigation for medicines safety incidents in line with ICB procedures, sharing learnings from incident investigations to promote best practice
- Support and advice around **medicines and clinical queries** to GP practices as commissioners in addition to other system partners: email stw.motqueries@nhs.net

Training and education

- Pharmacy Professional Forum which has been established to provide peer support from Pharmacy Colleagues across the system for practice/PCN pharmacy teams and to share best practice
- To provide education and training to health care professionals and system partners where required

Structured Medication Review Request Form

Please liaise and have an agreement in place with the GP practice before using this form as an additional way of proactive communication.

Section 1: Referral Details

Resident		Date of birth	
Care Home		GP surgery	
Referrer		Date	

Section 2: Reason for referral

Deterioration	Physical	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cognitive	<input type="checkbox"/> Yes <input type="checkbox"/> No
Recent Hospital discharge		<input type="checkbox"/> Yes <input type="checkbox"/> No	New admission	<input type="checkbox"/> Yes <input type="checkbox"/> No
Recent Virtual Ward discharge		<input type="checkbox"/> Yes <input type="checkbox"/> No		
Difficulty taking medication e.g., refusals, adherence issues				
Further comments/concerns				

Section 3: Medications

Please submit a copy of the resident's **Medicines Administration Record** and any other medicines related documentation with this request.

Including prescribed, homely remedies, over-the-counter medicines, Self-care, complementary and alternative medicine.

Please state any queries or concerns with this resident's medicines here:

Section 4: Key information (Please provide relevant up-to-date details)

ReSPECT plan in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No	ACP [Advance Care Planning] in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date of plan:		Date of plan:	
Mental Capacity: Please provide relevant details.			
Allergies - Nature of allergy			
Sight Impairment?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Hearing Impairment?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Screening	Result		Date of assessment	Changes compared to patient's usual baseline
Blood pressure	Lying	mmHg		
	Sitting	mmHg		
	Standing	mmHg		
Heart rate		bpm		
Oxygen Saturation		%O ₂		
Respiratory Rate		rpm		
Breathless	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Smoking		/Day		
Oedema	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Weight		Kg		
Diet intake				
Fluid intake				
Swallowing difficulty	<input type="checkbox"/> Yes <input type="checkbox"/> No			
SALT referral complete	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A			
MUST score				
BMI		Kg/m ²		

Please provide the date of assessment and if any changes compared to patient's usual baseline

Bladder (please tick)	<input type="checkbox"/> Frequency	<input type="checkbox"/> Incontinence	<input type="checkbox"/> Retention history	<input type="checkbox"/> Catheter	
Bowel (please tick)	<input type="checkbox"/> Normal	<input type="checkbox"/> Incontinence	<input type="checkbox"/> Diarrhoea	<input type="checkbox"/> Constipation	
Mobility	<input type="checkbox"/> Independent	<input type="checkbox"/> Stick/frame	<input type="checkbox"/> Hoisted	<input type="checkbox"/> Bedbound	
Risk of Falls	<input type="checkbox"/> Low	<input type="checkbox"/> Medium	<input type="checkbox"/> High		

Practice use only –

Ensure that the following and all the relevant clinical codes are input to the patient's medical record

Structured medication review (procedure)	1239511000000100
Discharged from hospital (finding)	183665006
Lives in care home (finding)	248171000000108