Good Practice Guidance for Care Homes

Medication Ordering and Receipt

NICE have recently produced a National Guideline for Managing Medicines in Care Homes which applies across both health and social care. This states clearly: **"Care homes should retain responsibility for ordering medicines from the GP practice and should not delegate this to the pharmacy".** Pharmacies may collect/drop off prescriptions but <u>should not</u> be ordering on behalf of care homes.

NICE also states:
- Homes should have a written process for ordering medication.
- A minimum of two members of staff should have training and skills to order medicines.
- Care home providers should ensure that staff have protected time to order/check in medicines

The following is good practice guidance on how Care Homes can achieve this:

Order medicines for next 28 day cycle.
- Use the most recent repeat prescription ordering slip
- Cross reference to an up to date MAR chart to ensure current medicines are ordered.
- Tick only those items required that month. Annotate the repeat slip/token if items discontinued.
- Check against recent hospital discharge information if relevant.
- Synchronise those medications running out at different times.
- If PRNs are becoming overstocked request quantity is reduced to approx. 1 months' supply.
- Check stock levels of PRNs, inhalers, test strips, creams etc, before they are ordered.
- <u>Do not</u> routinely clear drug cupboards and order new stock.
- **Question anomalies –** eg drugs on the repeat slip that patient is not receiving, on MAR & not on repeat slip

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Record details of medicines ordered   e.g. photocopy order slip

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Send order to GP practice (pharmacy may collect/drop off)

Care Home obtain the prescription (pharmacy may collect/drop off)**:**
- Paper prescriptions - collected from GP practice**.**
- Electronic prescriptions – pharmacy to print off paper copy of the electronic prescription (token).

Nb. Some prescribed items cannot be sent electronically and there can be a mixture of paper/electronic prescriptions which may be ready at different times

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Care Home to check prescriptions before dispensing
- Check against original order. Discuss unexpected changes with the GP Practice.
- Note on the prescription any items not required. Inform the GP practice of these.
- Outstanding prescriptions ordered, collected and checked

Send batch of checked prescriptions to pharmacy

Pharmacy dispense medicines and generate MAR sheets
- Ask the pharmacy to remove discontinued medicines from the MAR sheet.
- Notify pharmacy if any changes to medication occur before they are delivered.

Medicines delivered to care home along with repeat ordering slips

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Medicines checked in by home
- Check dispensed supply of medicines against order, and against the MAR chart.
- Make a note of the amount received. Carry remaining stock forward.
- Check new MAR chart against current MAR/up to date complete list of patient medication.
- Handwritten additions should have a double check and signatures (including for electronic MAR charts)

References
NICE Guideline Medicines Management in Care Homes March 2014 v1 March 2014
The Handling of Medicines in Social Care Royal Pharmaceutical Society of Great Britain http://www.rpharms.com/social-care-settings-pdfs/the- handling-of-medicines-in-social-care.pdf   **East Lancashire Medicines Management Team Sept 2015 v2**