
CWS Locally Commissioned Service

Service Title

Pharmaceutical support and supply of medication administration record (MAR) chart for people receiving WSCC Adults' Services home care.

Introduction

All contractors are expected to provide essential and those additional services they are contracted to provide to all their patients. This locally commissioned service specification outlines a more specialised service to be provided to support the care of people receiving West Sussex County Council (WSCC) Adults' Services Care. The specification of this service is designed to cover the enhanced aspects of pharmaceutical care of the patient, which may be in addition to and beyond the scope of essential services. No part of the specification by commission, omission or implication defines or redefines essential or additional services.

Background

As a general rule, people should be encouraged to administer their own medication and take responsibility for looking after them. However, there are people who are unable to manage this task and following assessment may require assistance and support from Adults' Services. People requiring assistance may be living in their own homes and receiving domiciliary support from Adults' Services and/or attending day care centres or be in a residential care home setting. West Sussex County Council Adults' Services Medication Policy¹ sets out 3 levels of help that a service user may require.

1. Able to maintain responsibility for own medicines, but may require verbal prompt to take medicine at correct time
2. Able to maintain responsibility for medicines but are experiencing some difficulty, and may require physical assistance from care staff, e.g. opening containers
3. Unable to self-medicate and require assistance with administration of medicines

This service specification is for community pharmacists to provide an enhanced level of pharmaceutical care, including but not limited to, provision of Medication Administration Reminder Charts to service users requiring levels 2 & 3 of assistance with medicines. Service users assessed at Level 2 or 3 will require an assessment / consultation with a GP / District Nurse and/or pharmacist to indicate what type of assistance is required. This may be practical assistance to enable self-administration (e.g. reminder chart, large print on labels, MDS) or administration support from a trained care assistant. A copy of the Medication Policy will be provided to all community pharmacies for reference.

This locally commissioned service is complementary to, and may be used alongside, Medicines Use Reviews and Disability Discrimination Act assessment and appropriate adjustments to services under the DDA, such as provision of Monitored Dosage Systems.

Aims and intended service outcomes

- To support people receiving WSCC Adults' Services Care to live independently by providing MAR Charts and pharmaceutical care for service users requiring Level 2 & 3 care.
- To help and advise people, and carers to manage medicines safely and appropriately.
- To improve the Adults' Services staff knowledge and skills regarding use of MAR charts and medication, and to reduce the need for monitored dosage systems for the sole purpose of assisting carers.
- To reduce wastage of medicines by better management of medicines and better communication with healthcare professionals and carers.
- To improve patient compliance and concordance by improving patient understanding of medicines, simplifying the medicines regime. To improve the ordering process where appropriate, identifying practical problems for people in taking their medicines, and providing advice and support to the patient and/or carer, including referral to other health and social care professionals where appropriate. An MUR may be an advisable way to do this.

¹ West Sussex County Council Adults' Services Medication Policy (including Procedures and Practice Guidelines) effective date 1 November 2006 & the amended reprint February 2007

- Adults' Services Care Managers and the Intermediate Care Services (Admission Avoidance) will assess if the patient requires prompting to take their medicine(s) or administration by home carer. Adults' Services staff will enquire which pharmacy the patient uses. They will then approach the pharmacy to ask if they participate in the LCS as detailed in this document. If not participating, Adults' Services staff will advise the patient of the participating pharmacies so that the patient can choose which participating pharmacy to use.
- Once the pharmacy has been notified of a patient under this scheme using the appropriate paperwork (see 'Service user introduction form for pharmaceutical care and MAR provision' Appendix A / MAR 1), the pharmacy will produce a new MAR chart each time medication is dispensed for the patient. A new MAR chart will also be required if there are any changes to the medication. The MAR chart will be given to the patient / carer.
- The MAR chart should follow the principles of the "RPSGB Guidance on MAR charts". (<http://www.rpsgb.org/pdfs/marchartsguid.pdf>).
- If the patient is using a monitored dosage system (MDS) it is good practice that the pharmacy indicates this on the MAR chart, so that the carer can annotate that they have prompted taking of medicines in the MDS.
- If the patient's GP or other prescriber makes any alteration to the patients medication that may or may not require a new prescription:
 - The GP or other prescriber may make appropriate changes to the MAR chart and sign to authorise changes and notify the pharmacy,
or
 - The pharmacy may be notified and will make changes or print a new MAR chart.
- The pharmacy should telephone Adults' Services using the number on the referral form (Appendix A / MAR 1) if there are changes in the medication or if the pharmacy knows the patient may have an interruption in supply or a change in medication, for example if admitted to or discharged from hospital. The pharmacy will generate a new MAR chart per new item.
- The used MAR charts will be stored by Adults' Services as part of the patient's record. This information may also be used as part of an audit process, if necessary.
- If the patient no longer requires level 2 or 3 support with their medication, the pharmacy will no longer claim payment for that patient under this scheme and will inform their local Primary Care Team. The date that the service ceased will be entered onto the 'Monthly Claim for Payment and Audit Return Form' (Appendix B).
- It is advisable that, where appropriate, a Medicine Use Review or a Prescription Intervention is carried out as part of the pharmaceutical care and support. The MUR may be carried out in the patient's home where necessary, and where consent is sought from the CCG as per Advanced Service specification.
- The pharmacy contractor has a duty to ensure that pharmacists and staff involved in the provision of the service have relevant knowledge and are appropriately trained in the operation of the service and operate within local protocols.
- The pharmacy must maintain appropriate records as per Appendix B for the purposes of effective ongoing service delivery and audit. These records must be stored in secure and confidential storage. The Monthly Claim for Payment and Audit Return Form' (Appendix B) must be returned to the CCG within the calendar month following the period being recorded.
- The pharmacist should be able to carry out assessment for compliance support and reasonable adjustment to services under the Disability Discrimination Act, in order to, where possible, complement the assessments carried out by trained Adults' Services managers. If a requirement for a compliance aid is identified through a DDA assessment, this will be provided with training for the patient and/or carer if appropriate.
- The accountable pharmacist is encouraged to become accredited to provide Medicines Use Reviews.
- The service will be available to service users / patients living in the CWS CCG area in a domiciliary setting or care setting supported by a Care Worker, who is provided or commissioned by Adults' Services.
- Pharmacy staff should offer eligible patients other complementary pharmacy contract essential services such as signposting and health promotion as appropriate.

- Each pharmacist providing the service is responsible for ensuring that Professional Indemnity Insurance covers the activities described within the service specification.

All information collected regarding patients is strictly confidential. Any records kept must comply with the Data Protection Act and Access to Health Records Act 1990. Patient confidentiality must be maintained as per NHS guidance.

Signposting

- The pharmacy will have details of other pharmacies participating in the local scheme available if requested. These details could be kept in the community pharmacy folder for ease of access and reference for all staff to use including locum Pharmacists.
- The CCG will disseminate information on the service to other pharmacy contractors and health care professionals in order that they can signpost patients or carer's to the service.
- Pharmacy staff should use the available signposting resources to signpost patients, carers or family members as specified in the National Pharmacy Contract.

Clinical Governance

As per schedule 5 of the contract plus:-

Contractors providing this service will also be expected to ensure that they have adequate insurance/indemnity in place for premises and personnel.

Ensure that all Pharmacists and support staff respect and comply with the duty of confidentiality. The pharmacy contractor must inform the CCG and suspend provision of the service if an accredited pharmacist permanently leaves the pharmacy or is absent for a significant period of time.

In the event of an untoward incident, problem or near miss occurring, the CCG recommends the 'Incident / problem reporting form' (Appendix C) should be completed and sent to the Coastal West Sussex Primary Care Team, for future discussion, learning points and shared problem solving. Common queries can be acted upon and learnt lessons anonymously shared. The contents of the Incident/problem reporting forms are strictly private and confidential and the individuals completing the form may remain anonymous.

Accreditation and Qualifications

- Each pharmacist (including locums) providing the service should be encouraged to undertake the Medicines Use Reviews accreditation. The CCG recommend working towards the MUR accreditation as this may benefit the patient.
- The pharmacy can demonstrate that pharmacists and staff involved in the provision of this service understand the service specification and undertake relevant CPD. CPPE training which may support this service includes: 'Older People : Managing Medicines'

Pricing

- Payment will consist of £7.50 for each month that a MAR chart is required per eligible patient.
- Payment will apply for each patient notified by Adults' Services to the participating pharmacy(s) and the relevant local CWS CCG Primary Care Team.
- The Monthly claim for payment and audit return form must be returned to the CWS CCG Primary Care Team within the calendar month following the period being recorded.

Payments will be made monthly. The 'Monthly Claim for Payment and Audit Return Form' (Appendix B) must be returned on a monthly basis by each participating pharmacy to the relevant local CWS CCG Primary Care Team.

Performance Monitoring and Key Performance Indicators (KPIs)

- The service will be monitored and evaluated by the CWS CCG Primary Care Team in conjunction with Medicines Management, or successor Trust through the return of the service user / client introduction form, the monthly invoices, Adults' Services returns and Primary Care Support Services contract monitoring visits.
- Participating pharmacies and accredited pharmacists will be required to participate in service review / evaluation including audit as required in Appendix B, and appropriate audit and review of pharmacy systems and standards under normal clinical governance.
- The pharmacy must agree to co-operate with any locally agreed CCG-led assessment of service user experience.
- Additional feedback may be sought from Adults' Services and their employers.
- The CCG reserves the right to ask a member of the CWS CCG Medicines Management Teams to assess quality of service provision.
- Any comments from other professionals regarding this service should be directed to the relevant CWS CCG Primary Care Team.
- CWS CCG and other interested parties may occasionally wish to visit the pharmacy to view the scheme in operation. Arrangements to do so will be made in advance and in accordance with the usual monitoring arrangements

Breach and Termination

As per headings under General Conditions section of national Contract

Review

Annually

Date	Reviewer/s
Date Published	
Date Reviewed	
1st Review due	
1st Review completed	