
How to get in touch...

Phone: 0300 303 0227

Email: cwicb.carehomessupport@nhs.net

Website: www.happyhealthylives.uk/motcarehomes

for more information on:

- Best Practice documents
 - NICE Guidelines
 - Medication policies
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PLEASE NOTE :

The Care Home Medicine Support line is for non-urgent medicines related queries. For URGENT matters please contact the resident's GP surgery, ISPA, 111, or 999 as appropriate.



Medicines Support Line

 0300 303 0227

The support line is available Monday to Friday between 9am to 4.30pm (excl BH).
Services available subject to agreement with your GP practice.
For urgent requests please contact your GP practice directly.

You can also email the team on:

cwicb.carehomessupport@nhs.net



Care Home Support



Managing People's Medicines for Optimised Health in Care Homes

We're here to help

Our pharmacists and pharmacy technicians are dedicated to optimising the use of medicines and improving resident care.

We look at all aspects of medicines management to ensure that people living in a care home setting are experiencing an optimal quality of life and that NHS resources are used wisely.

We work in partnership with GPs, care home staff, health professionals and multi-agencies regarding medicines related issues.

As a team we are able to:

- Liaise with GP practices, care homes and community pharmacies to improve communication around medicines.
- Provide supportive feedback, recognise and share good practice
- Signpost healthcare professionals to other appropriate services

Medicines Support Line:

Our care homes medicines support line is staffed by our experienced pharmacy technician team and is available Monday-Friday from 9am to 4.30pm, for non-urgent medicines related queries.

Where there is an agreement with your GP practice we can:

- Answer medicines related queries, e.g. swallowing problems, refused or missed doses, guidance on medicines administration.
- Support with medicines supply e.g. missing items, out of stock issues, interim supplies.
- Refer to our pharmacists for clinical input.
- Support with medicines reconciliation where appropriate.
- Help with medicines policies or procedures
- Support with best practice guidance

Our Pharmacists

Our pharmacists work with GPs, care home staff and community pharmacies to carry out a range of activities which include:

- Undertaking medication reviews to optimise medicines and reduce problematic or inappropriate polypharmacy
- Making agreed alterations to people's medication to optimise their therapy
- Medicines optimisation for people with swallowing difficulties, and feeding tube medicine administration
- Providing person centred, clinical and holistic reviews involving the person and/or their representative where appropriate
- Supporting technicians and the wider MDT

Our Technicians

Our technicians work with a variety of healthcare professionals to:

- Provide support to care homes regarding the medication ordering process, including supporting implementation of online ordering by proxy.
- Liaise with GP practices, and where agreements are in place, amend prescription directions, quantities and optimise residents' repeat lists.
- Support care homes and GP practices to implement, where necessary, best practice guidance such as:
 - Carrying forward medication
 - Expiry dates
 - Interims
 - Controlled drugs
 - Self care, OTC and homely remedies
- Carry out a variety of audits including:
 - Medicines waste
 - Medicines administration observation
 - Medicines Administration Record (MAR) documentation
 - Bulk prescribing supplies