

Prescriptions  
to your doorstep

The Pharmacy Borth,  
High Street, Borth  
Ceredigion SY245NA  
01970 871225  
07791485913



## Community care services

*It has become a known fact that medication compliance is a major issue which results in many hospital admissions. To help with compliance we provide a tailored service that will suit all stages of non-compliance and medication administration by domiciliary care staff.*

*If you have a patient that has difficulty with organising their medication and self-medicating then we provide an award winning Yellow and Red scheme tailored service to promote self-medicating and independence.*

*If the patient's medication is administered by domiciliary care workers then we provide the governed approved Ceredigion Medicines Administration Scheme.*

### 1. Yellow and Red scheme

#### **Stage one Yellow Patient Medication Reminder Chart**

This is stage one. The first step in patient monitoring we refer to as a yellow patient. This is when the patient has difficulty in ordering and synchronising their medication, is confused with what they take but has no difficulty in remembering to take their medication.

#### **Stage Two Red Patient Dosset Tray.**

With patients who suffer from dementia or mental health problems and have no home care then a higher level of monitoring is required which we refer to as Red Patient. In providing this service, a weekly prescription and delivery will be set up on approval with patients surgery.

*It must be remembered that domiciliary care staff only administer medication on the CMAS and only have a observatory and encouragement role in the Red and Yellow scheme. This promotes patient independence and reduces the work load on the care organisation*

### 2. Ceredigion Medicines Administration Scheme

*Prescriptions To Your Door Step*, the pharmacy Borth has successfully implemented a system of safe medication administration known as CMAS into the community setting as per requirement of the Local Health Board and social services. It is developed by the Local health board and social services to aid the administration of medication by domiciliary care workers, helping them to comply to all legal and non-legal requirements. This service is designed with greater clinical involvement from the pharmacy, emphasising on staff training and ensuring that the medication is correct and corresponds to the MAR (Medication Administration Record).

### 3. Medication re-ordering on [yourrepeats.co.uk](http://yourrepeats.co.uk)

This is an online ordering facility that provides an electronic trail access able on any computers with internet access. All your patient's details will be entered onto the system and you will be able to reorder medication with a click of a button. No more chasing bits of paper. On average, it takes less than one hour to order for thirty patients.

### 4. Training with certificate of attendance

The training is currently free of charge and is based on the CMAS. It involves specific training on medication administration from original packs with corresponding MAR chart.

It also covers general information on medication for example the do's and don'ts on drug administration. Thus the training allows domiciliary care assistants, (with support of local community pharmacists), to administer prescribed medication to vulnerable adults.

Aim is not only to safe guard the patient but also to the domiciliary care staff in the administration of medication as per national guidelines.

On completion of the lecture the domiciliary care assistants will be given a self-test with 25 questions. A certificate will be given to a score over 70%. The domiciliary care assistant is still required to carry out three medication administrations with a service users to meet the requirements set out by LHB and social services.

### 5. Discharge Medicines Service.

If you have a patient discharged from hospital, contact us. We will contact the Hospital pharmacy and carry out a discharge medicines service, This help to ensure you receive the correct medication with a MAR chart before the patient runs out.

### 6. New Patient Intervention Service.

When you have a patient that is unable to self-administer and is required to start the CMAS then fill in the **FormR1A11** and fax to **Prescriptions To Your Doorstep** The Pharmacy Borth. The Pharmacy will then carry out a secondary medicine reconciliation with the GP surgery or hospital. After that, the pharmacy will then synchronise the patient's medication and provide new medication with a corresponding MAR chart.

### 7. Stoma supply with Annual usage Review

We provide a full stoma and urostomy cutting service on all products.

## 1. Yellow and Red scheme

### Stage one Yellow Patient Medication Reminder Chart

This is stage one. The first step in patient monitoring. We refer to as a yellow patient. This is when the patient has difficulty in ordering and synchronising their medication, who is confused with what they take but has no difficulty in remembering to take their medication. This accounts for over 90% of patients. When a patient is identified as having problems with their medication by the GP / Nurse they are referred to the Pharmacist whom will carry out a Medicines Usage Review (MUR). The patient's medication is then synchronised to a 28 day cycle. Any old medication will be removed from the house with the patients consent. A reminder chart will be given to identify when to take the medication. The Pharmacy will contact the patient 10 days before the medication runs out and check what medication they require, if there are any irregularities then this will be reported back to the GP.

Medication Reminder Chart				
Medication	Morning	Noon	Evening	Bed
Amlodipine 5mg Tabs	1			
Atorvastatin 40mg Tabs			1	
Zopiclone 7.5mg Tabs				2

### Stage Two Red Patient Dosset Tray.

With patients who suffer from dementia or mental health problems and have no home care, a higher level of monitoring is required. This is identified as a Red patient. In providing the service a weekly prescription and delivery will be set up. On delivery of the medication the old tray is collected and repeated non-compliance is reported back to the Nurse / GP.



Although the dosset tray appears to be the best option for compliance issues it has several medical and legal implications. Large numbers of medications are unstable when removed from their original packaging which reduces their effectiveness. This can be one of the causes of health deterioration such as heart and diabetes disease. Manufacturers take no responsibility of any medicines that have been removed from their original packaging and thus responsibility will lay on all organisations involved in the care of the service user.

It must be remembered that domiciliary care staff are only there to administer medication on the CMAS. They only have an observatory and an encouragement role in the Red and Yellow scheme. This promotes patient independence and reduces the work load on the care organisation.

## 2. Ceredigion Medicines Administration Scheme

In 2008 Ceredigion Social Services and Ceredigion Local Health Board introduced a working policy on the safe administration of medication by domiciliary care staff. The service has been designed not only to ensure safe delivery of medication but also to ensure that set out guidelines are followed thus protecting domiciliary care staff.

- Embody the principles of the NHS and community care act 1990
- Care standards act 2000
- The NHS plan 2000
- The domiciliary care agencies (Wales) regulations 2004
- National minimum standards for domiciliary care agencies in Wales

**Prescriptions to your doorstep**, The Pharmacy Borth has been successfully providing this service to Domiciliary care staff over the past four years in the community and in a care home setting.

- A 28 day cycle of medication in their original packs will be delivered with two corresponding MAR charts in a sealed bag.
- The medication in the sealed bag will be checked against the MAR chart (including quantity) and signed.
- Each patient under your care will commence the 28 day cycle at the same date through the year.
- A calendar will be given to show the date the medication will commence each month.
- The medication required will need to be ordered ten days before the commencing date either by the care organisation or by the patient with the help of the pharmacy. This will allow time for the medication to be requested, dispensed and delivered on the Wednesday before. This allows a period of three days to resolve any possible queries.
- The medication can be ordered through [yourrepeats.com](http://yourrepeats.com) where an e-mail reminder can be set up. If the patient requires extra medication (i.e. When Required Medication) during the month it can be ordered in the same way or by using one of six methods we have set up for reordering. All the patients medication are pre-set onto yourrepeats.com. The system allows a paperless, simple and quick method of reordering medication anywhere in the country. It also enables you to check what and when you have ordered since it keeps a record of all requests.

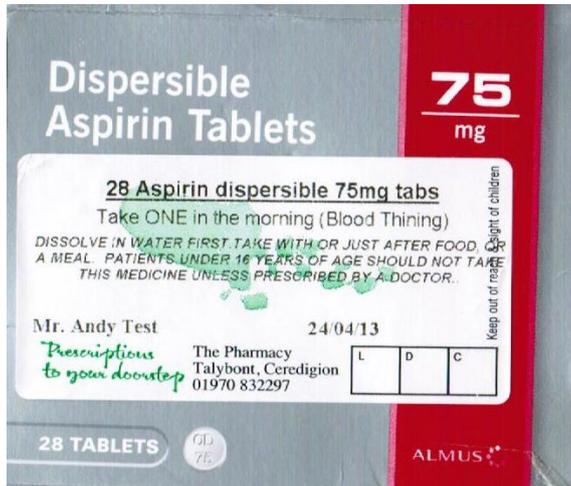
- If the patient is to start the scheme before the 28 day cycle date (i.e. discharged from hospital) then the required quantity of medication will be dispensed to reach that date along with a MAR chart.
- Upon patient discharge from hospital the care organisation will notify the Pharmacy so we can contact the hospital to obtain medication discharge information. The pharmacy will then provide a MAR chart to correspond with the discharge medication. After that we will request a prescription from the surgery ensuring that all information is up to date.
- If a patient is prescribed a new medication it will be delivered with a new MAR sheet. This also includes short term medication such as antibiotics.
- If the patient is on Warfarin then we will need to know the next INR test date. If the warfarin dosage changes mid cycle then we will deliver the correct new dose and amount of tablets to last until the end of the cycle. This will be accompanied with a new MAR chart for the warfarin. The old warfarin tablets will be collected and disposed of.
- When patients are prescribed a once weekly dose of medication e.g. weekly bisphosphonates, then the day of the week it is to be administered will be clearly indicated in the MAR chart and labelled on the box.
- When producing the MAR, the pharmacist will provide a logical order in which the client's medication is listed (e.g. oral medication at the top followed by topical preparations).
- If more than one chart is required, then the charts will be stapled together in order to avoid confusion or dose omissions.
- For acute or new repeat medication prescribed during a period covered by an existing MAR chart, a separate MAR chart will be provided. Repeat medication will then be added to the existing MAR chart on the next time it is produced.
- All medication will be labelled with the same information as the MAR chart, including time of day, e.g. morning, afternoon, evening etc.
- All 'when required' medication will be labelled with the indication, maximum dosage and instructions on when and how frequently to administer.
- 'When required' medication included on the patients repeat prescription list will be printed on subsequent MAR charts, even if not dispensed that month, in order to discourage over-ordering and waste. On the MAR chart it will be stamped **Not Dispensed**.
- Two copies of the MAR chart will be sent each month. One as a source of record if the patient is admitted to hospital and the other to record administration.
- Acute courses of treatment, e.g. antibiotics, short steroid courses, will include the duration of treatment.
- Where a half tablet dose is required, (and no alternative preparation is available) the tablet will be split during the dispensing process.

Prescriptions  
to your doorstep

The Pharmacy Borth,  
High Street, Borth  
Ceredigion SY245NA  
01970 871225  
07791485913



Name	Andy Test	Patient Number	10596	D.O.B	14/02/29																									
Allergies		Doctor	GT Hadfield																											
Address	Respite Patients																													
Start Date	29/04/2013	Period	28	Start Day	Monday																									
<b>Medication Details</b>		Date																												
		Hour:Dose	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26
<b>Aspirin 75mg Dispersible tablets</b>		Morn	1																											
Take One in the morning (Blood thinning)		Mid																												
		Even																												
		Night																												
Received date	Quantity	28	Sig	Sig	Returned date	Quantity	Sig	Sig																						
A:Refused	B:Nausea or vomiting	C:Hospitalised	D:Social leave	E:Refused/destroyed	F:other																									
Date	Reason	Signature																												



Prescriptions  
to your doorstep

The Pharmacy Borth,  
High Street, Borth  
Ceredigion SY245NA  
01970 871225  
07791485913



### 3. Re-Ordering of Medication on line, yourrepeats.com

- With one email and one password you are able to have multiple patients on one account. This is ideal for care settings. The pharmacy will set up the account with all the patient details installed after which the manager will be given a password.
- It enables you to order your medication on any computer anywhere in the country and enables you to check if medication has been ordered and deal with any discrepancies.
- You will receive an acknowledgement email of your order and an email on the date of delivery of your medication.
- The information is stored under encrypted code (Geotrust) which makes repeat ordering easy, quick and secure.
- It keeps a record of all your medication requests. This will stop any confusion on what was or wasn't ordered.
- When ordering the medication extra information can be added on to the request. This information is printed on the request sheet which is sent to the surgery. This enables good communication between the surgery and pharmacy

#### Order Repeat Medication

**Patient: Gary Jones**

Your prescription details

Enter your medication as they appear on your repeat slip

Drug Name	Strength	Quantity	Delete	Order
Ramipril Capsules	2.5mg	28	X	<input type="checkbox"/>
Aspirin Dispersible	75mg	28	X	<input type="checkbox"/>
Paracetamol tablets	500mg	60	X	<input type="checkbox"/>
+ add more lines				

Save

Order selected items

#### Patients in your account

Joyce Jones

Bodlondeb

Penparcau

Abaerystwyth

Tel: 01970612776

Surgery: Church

Edit

+ New order

View order history



## 5. Discharge Medicines Service

- If a patient has been discharged from hospital the pharmacy will contact the hospital pharmacy to obtain a discharge sheet. We will then request the prescription and cross check the discharge sheet to the new prescribed medication. The pharmacy will then provide the home with new medication and corresponding MAR chart.
- This will ensure that the patient will receive the up to date prescribed medication
- This should also reduce the amount of workload to the home and pharmacy
- We can also provide a MAR chart for discharge medication dispensed from the hospital.

## 6. Pharmacy Intervention Service

When you have a patient that is unable to self-administer and is required to start the CMAS then fill in the **FormR1A11** and fax to **Prescriptions To Your Doorstep The Pharmacy Borth**. The Pharmacy will then carry out a secondary medicine reconciliation with the GP surgery or hospital. The pharmacy will then synchronise the patient's medication and provide new medication with a corresponding MAR chart.

Service user name	D.O.B	Address					Morn	Mid	Even	Night
Tel:						Mon				
						Tue				
						Wed				
GP surgery	Allergies					Thur				
						Fri				
						Sat				
Tel:						Sun				
Referral source community or Hospital	Date MAR to start	Able to use inhaler device				Able to swallow medication				

Medication In House	Strength	Form	Mor Dose	Mid Dose	Eve Dose	Night Dose	Self admin	Qty In house	Pharmacy use

General Comments

**Assessed By Carer:**

**Date**

**Signed:**

**Designation:**

**Assessed By Pharmacist:**

**Date**

**signed:**

**Designation: Pharmacist**

Pharmacy will carry out second reconciliation with GP surgery or hospital and provide new medication with corresponding MAR chart as per CMAS

Prescriptions  
to your doorstep

The Pharmacy Borth,  
High Street, Borth  
Ceredigion SY245NA  
01970 871225  
07791485913



## 7. Stoma and continence supply

- A confidential and free home delivery service for all stoma, continence and medication supplies
- Free wipes and disposable bags provided
- Monthly reminder if products are required
- Dedicated order line **01970 871786**
- Online ordering service **yourrepeats.com**
- Post Box and collection points available
- A friendly Customer Service team ensuring a personal and efficient service
- A prescription collection service from your doctor
- Delivery within 24hours of receiving your prescription.
- All medication will be delivered in sealed bags where the contents cannot be seen or tampered with. This would enable you to have the items delivered to a alternative address or one of our collection points if you are not home
- A free cut-to-fit flange customisation service
- Medication Usage Review of all medication.
- Medication reminder charts to help with medication compliance
- We stock a comprehensive range of products from all manufacturers.
- We can check expiry dates of products on a yearly basis
- Advice about managing your stoma or continence appliance by providing an annual Appliance Use Review in your home (only available from Pharmacies)