

## Achieving Excellence in Medicines Safety

Event Summary: 2 July 2019

### Introduction

Salford Care Homes are invited to attend the sixth event of the Salford Care Homes Excellence Programme, the purpose of the event is to:

- share learning between care homes, reflecting on glimpses of brilliance
- discuss with the CQC what safe medicines looks like
- network and gain ideas from medicines safety and pharmacy leads in Salford



The event was attended by 45 delegates from 17 care homes, with representatives from medicines optimisation team, Salford Care Homes Practice, safeguarding and CQC. All presentations and resources from the day are available [online](#).

Jo Evans (Senior Improvement Advisor, Safer Salford) opened the event, introducing Alicia Robson (Medicines Optimisation Pharmacist, Salford CCG) who highlighted the importance of medicines safety, and the positive progress made by Salford care homes in the past 18 months to improve ratings in the “safe” domain of CQC inspection reports.

### Glimpses of Brilliance

Bev Wasp (Head of Health Protection, Salford City Council) shared the impact of increased flu vaccination amongst care staff in Salford, highlighting the benefits for homes and residents. 63% of all homes increased their vaccination rates among staff compared with the previous year.

During winter 18/19 Salford care homes had a target of 75% staff to receive the flu vaccination. The five homes (Barton Brook, Bluebell Court, Pendleton Court, Wentworth House and Worsley Lodge) who exceeded



this target were invited to share their ideas with the wider community, including some very practical ideas, such as organising a bus to take staff to a pharmacy to receive the vaccination.

### Resources:

[Presentation – Flu vaccination uptake amongst Care Home staff in Salford \(winter 18/10\)](#)

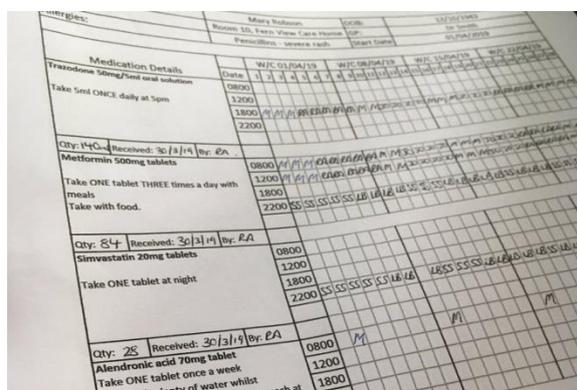
## Medication safety workshops

Medications interact with all parts of the health and care system; these workshop sessions provided a valuable opportunity for care homes to explore some of the key issues and interactions.

Mayada Aljazani (Pharmacist) and Chris Higson (Pharmacy Technician) from the Salford Care Homes Medical Practice welcomed attendees into their practice via a video tour, which highlighted the differences between a regular GP practice and this virtual service. Did you know that the NHS spends £300 million on unused medicines each year? Mayada and Chris shared some examples of high cost medicines which could be used more effectively in care homes to reduce wastage.

MAR charts are key to managing and documenting administration of medication in care homes. Alicia Robson facilitated a practical exercise using a “dummy MAR sheet” to identify where common errors may be made and consider how to avoid these.

Following on from the previous event’s focus, Bev Wasp hosted a discussion around how care homes can better manage hydration to avoid infections such as UTI’s. Sharing a personal story (from the acute setting), Bev talked through a toolkit of resources to ensure residents needs are managed safely.



### Resources

[Care Home Medical Practice – Medicines Tips Sheet](#)

[UTI Resources](#)

## Learning from incidents

The volume in the room increased significantly as tables were tasked to review potential incidents (based on a review of incidents reported to safeguarding) related to medicines administration. Groups were tasked to consider what they would do in the circumstances and how best to manage these commonly found situations in a care home. Participants had a real opportunity to share ideas with one another and learn from approaches taken in different care homes.

## CQC perspective on medicines optimisation

Simon Hill (North West Regional Medicines Manager, CQC) gave an energetic and insightful presentation, myth-busting misconceptions around what the CQC is looking for in a safe care home. Covering such a complex subject area, it was no surprise that this stimulated lots of discussion with care homes.

Simon brought a pragmatic approach to managing medicines, highlighting the importance of a system within care homes that includes robust documentation, person-centred approach to managing risks and a focus on learning from incidents.

### Resources

[CQC \(provider version\) medicines management](#)

[6 steps to improvement – a toolkit to improve medicines management](#)

Medicines key line of enquiry for health



How does the provider ensure the proper and safe use of medicines?

- > Medicines management
- > Prescribing, administration and supply
- > Medicines advice
- > Optimising medicines
- > Transfer of care
- > Monitoring
- > Using medicines to control people's behaviour
- > Medicines support needs
- > Medicines reviews



Is it safe?

## System view

We were delighted to welcome Tyrone Roberts (Director of Nursing, Salford Royal NHS Foundation Trust) to introduce himself to our community and highlight areas of interest. Tyrone put out 3 offers to support our work (both generally, and relating to handover between hospital and care home):

- to shadow a nursing shift in a Salford care home
- to raise the profile of care homes in the Salford care forum
- provide training opportunities for care home staff

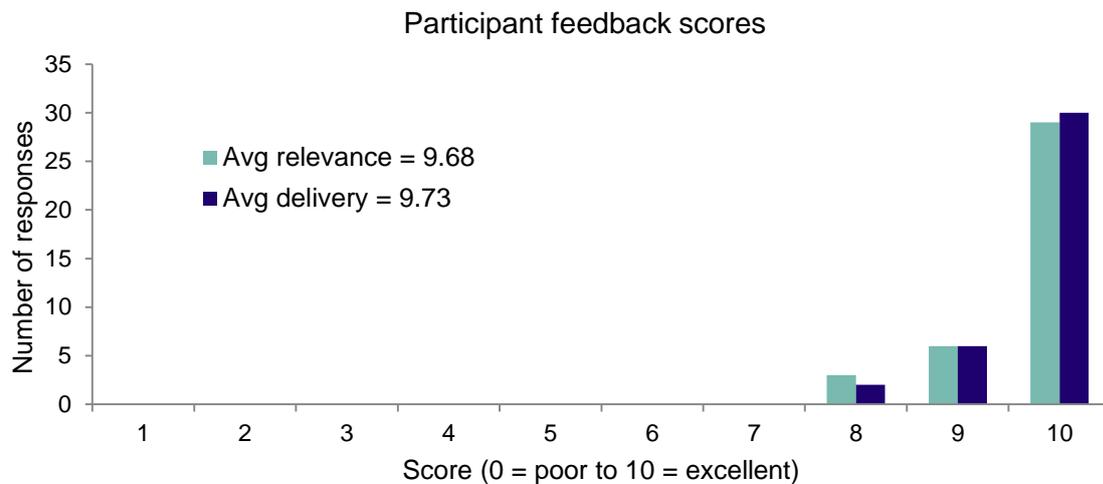
Care homes welcomed this offer and the SCHEP team will be sure to follow up with Tyrone and his team at Salford Royal.

## Action summary

1. The next event will be held in September with a focus to be agreed. Based on learning from this event, we encourage care home managers to attend alongside someone else from their team (lead nurse, senior carer, healthcare assistant, deputy manager, etc).
2. The SCHEP Leadership Coaching offer is currently open to requests from care homes. This offer is designed to support care home managers to build a clear and coherent strategy for the next 1-3 years in their care home, with buy-in from staff and residents
3. Take forward action on the care homes handover project, with renewed support and buy-in from Tyrone and the wider team at Salford Royal.

### Resources

SCHEP Leadership Coaching Offer – send all enquiries to [Charlie.woolley@srft.nhs.uk](mailto:Charlie.woolley@srft.nhs.uk)



What have you enjoyed the most?

- Everything
- CQC talk – very informative
- Interactive workshop sessions

What could we have done better?

- Make more time for presentations (after lunch)
- Nothing
- Provide water on tables and smaller groups

What is your main take home message from this event?

- Person-centred approach to medicine management
- Lots of relevant information that I can use in everyday practice
- To be more thorough and open regarding medicine administration error
- Support network in Salford is excellent for care homes and partnership approach to working

What would you like to hear more about at future events?

- Hear from the bladder and bowel team
- Care planning
- CQC standards possibly / what needs to be undertaken to be 'outstanding'