

# Good Practice Guidance for Care Homes: Medication

## Ordering and receipt

NICE has recently produced a National Guideline for Managing Medicines in Care Homes which applies across both health and social care. This clearly states: "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 should not 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 and/or omit from order.
- Check stock levels of PRNS, inhalers, test strips, creams etc. before they are ordered.
- Do not routinely clear drug cupboards and order new stock. Question anomalies/e.g. drugs on the repeat slip that patient is not receiving, on MAR and not on a repeat slip

**Record details of medicines ordered (e.g photocopy order slip)**

- Paper prescriptions — collected from GP practice.
- Electronic prescriptions — pharmacy to print off paper copy of the electronic prescription (token). N.B. Some prescriptions cannot be sent electronically and there can be a mixture of paper/electronic prescriptions which may be ready at different times.

### Care Home to check prescriptions before sending to Pharmacy for 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 dispenses medicines and generates 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.

### 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).

Milton Keynes CCG Medicines Management Team March 2018 —  
(Review 2021)

Medicines Management in Care Homes March 2014 v1/

<https://www.nice.org.uk/ouidance/sc1>

The Handling of Medicines in Social Care Royal Pharmaceutical Society of Great Britain 2007

## Prescription Requests

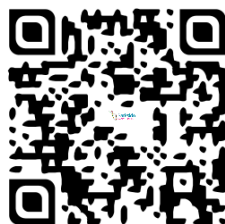
Prescriptions must be ordered on MAR sheets surgery a minimum of 48 working are required to be at the chemist. The request should be written clearly and include patients name, date of birth and the medication required.

If the item requested is not a regular repeat prescription the request will take longer to process. If the item cannot be issued, the surgery will contact the home to inform them and to give details why. We will also notify the home if any further actions are required for instance a blood test or change of dosage.

**We do not take medication requests over the phone**



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alley Drive  
tchley, Milton Keynes  
3 6EN  
: 01908 375341  
ps://www.parksmc.co.uk



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## Information Care Homes April 2018



### Home Visits

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If you feel that a resident is unwell and requires a home visit from one of the Doctors you will need to contact us by telephone **BEFORE 12.00pm.** Please give the reception staff the details of the patient and enough information about the patients problem to enable the doctor to judge whether a home visit is appropriate or not and the urgency of their needs. Our practice is a certified training practice, training future GPs. As such a home visit may be conducted by a Student trainee level 3 by themselves or a



Opening times  
Monday—Friday  
7.30—19.00  
Closed Saturday,  
Sunday and  
Bank holidays

Contact Numbers  
Tel: 01908 375341  
Fax : 01908 374975  
WWW.Parksidemed.co  
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