



Medicine Matters

The Newsletter for Care Homes

March 2022

Issue 13

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Welcome to our newsletter discussing Medicines Optimisation issues in Care Homes (MOCH).



Welcome to the Frimley ICS Medicines Optimisation in Care Homes (MOCH) newsletter focusing on medicines related issues in care homes. This newsletter is compiled by the Frimley ICS MOCH team and contains items that will be of interest to care home staff, managers and nurses.

The MOCH team work to support care home residents and care homes across the Frimley ICS region with medicines management related issues and medication optimisation. The MOCH team work closely with other partners in the Frimley ICS system to ensure care homes residents get the most out of their medicines.

Frimley CCG Medicines Optimisation in Care Homes (MOCH) team contact details

Frimley MOCH shared mailbox: frimleyccg.moch@nhs.net

East Berkshire places	Surrey Heath place	North East Hampshire & Farnham place
<p>Sundus Jawad Lead Medicines Optimisation Care Homes Pharmacist Mob: 07909 505658 sundus.jawad@nhs.net</p>	<p>Leena Nanavati Primary Care Pharmacist Mob: 07917 211006 leena.nanavati@nhs.net</p>	<p>Simi Mudhar Medicines Optimisation Care Homes Pharmacist Mob: 07425 634218 s.mudhar@nhs.net</p>
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Webinars to watch out for!

Barclays Digital Eagles- EMIS Proxy information sessions



Barclays Digital Eagles have been running virtual sessions for care homes in Frimley ICS on the implementation of EMIS Proxy. These sessions cover care home information governance requirements, resident consent, staff applications and guidance on how to order monthly repeat medication online. There are plenty of opportunities to ask questions.

Sessions continue to take place every 2 weeks on a TUESDAY at 2pm-3pm. Emails are sent out with the Microsoft Teams link to the sessions near the time.

If you, or the GP Practice staff you are co-ordinating with would like some EMIS Proxy support on other days then please contact Dhara Thacker dhara.thacker2@nhs.net or Jeremy Woolf Jeremy.woolf1@nhs.net



Marvellous Medicines and Nutritional Nuggets (MMNN) are interactive training sessions provided for care home staff within Frimley ICS. The training sessions encourage learning using short presentations and fun quizzes. There are plenty of opportunities to ask questions and share best practice.

The MMNN sessions cover Good Practice Guidance for care homes, top nutritional tips and medicines management topics!

If you've missed out so far don't worry! North and South Frimley are going to combine the sessions, so there now will be at least two sessions for every MMNN. A repeat session of the most recent MMNN on controlled drugs will take place on Tuesday 15th March 2-3pm via Microsoft Teams.

ADD TO YOUR DIARY!! Future Marvellous Medicines and Nutritional Nuggets sessions are planned for Thursday 21st April 2-3pm and Wednesday 27th April 2-3pm.

If there are any topics you would like covered then please let us know at frimleyccg.moch@nhs.net

Medicines Management audit support sessions

The medicines management audit support sessions are back! These hour-long sessions will support care staff to better understand medicines management audits and contain helpful hints and information. There will also be opportunities to ask questions and share best practice.

Look out for future dates by email. A Microsoft Teams link will be provided.

For more information please contact Dhara Thacker dhara.thacker2@nhs.net



Don't forget to notify the MOCH team if there are any changes in contact details at the care home.

This could be a change of manager or deputy manager, change in company, change of email address or change of care home phone number. If we don't have your most up to date contact information you may be missing out on important communication such as safety alerts and webinar dates.

Frimley MOCH inbox



The Frimley CCG MOCH Team have a shared mailbox which can be accessed by the whole team. If you see emails from frimleyccg.moch@nhs.net then don't worry! Future communications will be sent out from this email address.

The MOCH Team shared mailbox, frimleyccg.moch@nhs.net, is regularly checked so please email across any queries or requests for support.

Disposal of Medication

Care homes must dispose of unwanted medicines safely and appropriately to avoid placing people who use their services at risk.

You might need to dispose of medicines when:

- A person's treatment changes or stops
- A person transfers to another care service
- A person dies
- The medicine reaches its expiry date



Care homes WITHOUT nursing	Care homes WITH nursing
Return medicines for disposal to the supplier (usually a community pharmacy or dispensing doctor)	Return medicines for disposal to a licensed waste disposal company; this might include community pharmacies
Supplier disposes of medicines in line with current waste regulations	Return medicines for disposal to a licensed waste disposal company; this might include community pharmacies
Keep records of all appropriate information	Keep records of all appropriate information

Top tips for disposal of medication:

- It is not best practice to discard medication at the end of the cycle just to order a new supply.
- Regularly check expiry dates of medication to ensure they are not disposed of unnecessarily. Be aware that some medication has an altered expiry date when opened. It is important to check expiry dates regularly as some medications could be toxic once expired.
- Double check current supplies before placing a new order, especially with PRN medication, to ensure it is not being disposed of unnecessarily.
- Keep good communications with the GP practice and supplying pharmacy to ensure medications are not being sent in error.



You must keep records to ensure that medicines are handled properly during disposal. Records could include:

- date of disposal or return to pharmacy
- name and strength of medicine
- quantity removed
- person for whom medicines were prescribed or purchased
- signature of the member of staff who arranges disposal of the medicines
- signature of the person collecting the medicines for disposal

Nursing homes should also keep records of transactions with registered waste disposal companies. Disposal records are treated as part of a person's care record; records must be kept in accordance with the required retention period.

To Download the full Disposal Good Practice Guidance please visit frimleyccg.nhs.uk [Medicines management](#) and to download other Good Practice Guidances please visit frimleyccg.nhs.uk [Care Homes](#)

Wound Care Formulary

The Wound Care formulary has been written in collaboration with local specialist Tissue Viability Nurses, podiatrist and other health care professionals. If a resident requires a dressing please ensure:

1. The dressing is clinically appropriate for the needs of the resident
2. The dressing is listed on the wound care formulary.

Barrier creams are also available to order on the formulary. If you are unsure about an item or you would like to order an item that is not on the formulary, please contact your local Tissue Viability Nurse or the MOCH team.

Note: items on the wound care formulary can only be ordered by care homes with nursing. Residential care homes will need to request a prescription to be issued for the dressing.

Paracetamol overdose in adults with low bodyweight

Paracetamol is a widely used medication that has very few side effects for most people.

It may be prescribed with directions such as:

*Take 1 or 2 tablets up to four times a day
when required for pain relief*



In adults with low bodyweight (less than 50kg) the maximum dose of paracetamol in 24 hours should be 1 tablet up to four times a day.

Any more can and has caused liver toxicity.

People with low body weight (less than 50kg) may be at an increased risk of toxicity at therapeutic doses.

Action for care staff: Ensure weight is accurately recorded and communicated to the GP.

NHS Mail- Process for requesting more than 10 email accounts



There is now a process for requesting more than 10 NHSmail accounts for individual staff members working in care homes if the care home has a shared mailbox.

EMIS Proxy and other digital systems require the use of **individual personal secure accounts**. The use of a shared mailbox for EMIS Proxy access is NOT advised.

The instructions for requesting this are on page 5.

Please note the care home must already have access to 10 actively used, individual personal NHSmail accounts in order to request more.

For any other support with NHSmail please contact the NHSmail helpdesk on 0333 200 1133 or email helpdesk@nhs.net

NHSmail - Process for requesting 10+ accounts



In order to request more than 10 accounts the care home must already have access to 10 **actively used, individual mailboxes**. The NAS Helpdesk will check the activity of the shared mailbox to see how many individual users are active and will require any inactive accounts to be logged into or removed before the application will be processed.

Step 1 – Care home recognises the need for more than 10 NHSmail accounts and completes the email template (below)

Dear Care Admin Team,

We require new user accounts for our shared mailbox. The new users will take our shared mailbox total to over ten users. We require these extra accounts because **(insert *justification reason)**.

The number of new users required is: **(insert number of additional accounts required)**

Step 2 – The completed email template (above) is sent to careadmin@nhs.net from the shared mailbox

Step 3 – A helpdesk ticket reference number for the request will be issued to the care provider by the NAS Helpdesk

Step 4 – If the justification is acceptable, the NAS Helpdesk will send an excel spreadsheet and ask the care provider to complete, detailing the ***new user details** for each new account requested. If the justification is not acceptable, the NAS Helpdesk will seek further guidance from NHS Digital and discuss solutions with the care provider.

Step 5 – The NAS Helpdesk will action the request and will aim to complete within 5 working days

Step 6 – The NAS Helpdesk will inform the user and update the automated ticket number that has been raised

Email template must include:

- Justification for requiring 10+ accounts (see below)
- How many additional accounts required

*Justifications for request examples:

- Secure email is needed for implementation of digital tools
- Secure email is needed for secure confidential communications across health and social care for direct care of the people in our care
- We are a Medium/Large provider and have multiple units
- We are a Medium/Large provider and have multiple sites on one location or many locations

*New user details - required for each requested new account

- Name
- Mobile number (must be unique)
- Alternative email address (only used to send welcome email to)