

## **SERVICE SPECIFICATION**

### **COMMUNITY PHARMACY PANDEMIC CARE HOME SUPPORT SERVICE**

#### **1. Background**

As the COVID-19 pandemic continues it is important to ensure that Care Homes have continued access to:

- Sufficient medicines to meet patient needs
- Appropriate pharmaceutical advice

Many community pharmacies are currently contracted with HSCB to provide the 'Advice to Nursing Home and Residential Care Homes' service to individual Care Homes. Although some aspects of the service may still be possible, on-site visits to Care homes cannot take place at this present time. This additional service is available to ensure that support can be provided remotely by the community pharmacist e.g. via telephone or video conferencing.

#### **2. Aims and intended service outcomes**

The aim of this service is to ensure that nursing and residential care homes receive pharmaceutical advice from the community pharmacist during the Covid-19 Pandemic without the need for on-site visits.

This support will help nursing and residential care homes ensure the safe handling and correct administration of drugs/medicines supplied to their residents during the COVID19 pandemic.

It is recognised that during an acute pandemic surge community pharmacists are likely to be in more frequent contact with Nursing and Residential Care Home staff and additional remote meetings may be required. It is recommended that a step-up surge plan is developed locally between community pharmacists and Nursing and Residential Care Homes with contact numbers for key personnel shared as part of contingency planning.

#### **3. Service description**

The Care home Pandemic Support Service is an additional service commissioned under the Community Pharmacy Contract Framework.

The service will operate from December 2020 to March 2021 inclusive.

## **4. Service outline**

### **4.1 Eligibility for service**

- The community pharmacy contractor may provide the service to those registered Nursing and Residential care homes for which they currently are contracted to provide the Advice to Nursing Homes and Residential Care Homes service.
- The community pharmacy contractor may also provide the service to those registered Nursing and Residential care homes for which they are not currently contracted to provide the Advice to Nursing Homes and Residential Care Homes service, provided no other pharmacy is already contracted to do so.
- The community pharmacy contractor should ensure staff are trained, competent, available to deliver the service and are already familiar with the day-to-day provision of pharmacy services to the home(s) concerned.

### **4.2 Monthly meeting with the care home**

- The pharmacy contractor/manager will agree with the care home manager or delegated staff member a date each month to provide the service.
- The pharmacy contractor/manager will agree with the care home manager how the service will be provided e.g. by telephone or by video conferencing.
- It is anticipated that each meeting will last approximately 30-60 minutes but more time may be required for larger homes.
- The telephone / video call will provide opportunity for the community pharmacist to provide advice and support on a range of medicines management issues pertinent to that individual home.
- Some examples of the type of medicine management issues that may need to be discussed are included in Appendix 1. This list is not exhaustive and can be adapted / extended to suit the needs of the individual care home.
- If the monthly meeting is cancelled at short notice by either the care home or community pharmacist, every effort should be made to arrange to reschedule.

## **5 Records and data sharing**

- A record of each meeting must be made by the community pharmacist, using the discussion template provided in Appendix 2. This record should not contain personal information relating to any resident.
- A copy should also be shared with the care home for their records.
- Copies of the each discussion template will also need to be shared with the local HSCB for service monitoring and to inform a revised care home service in the

future. These can be provided to HSCB at a later date or the copied to the local office inbox if sharing with the care home by secure email.

- The record must be retained in the pharmacy for a minimum of two years after the date of service provision for reference and for post payment verification where required.

## 6 Remuneration and reimbursement

6.1 The service fee is dependent on the number of beds in the registered care home as detailed in the table below. Payment will be paid on a monthly basis from December 2020 to March 2021, once the completed contract has been returned by email to the local office.

Number of beds in registered care home	Monthly payment (December 2020 to March 2021)
< 30	£100
30 - 60	£150
> 60	£200

### 6.2 Service monitoring and post payment verification

- The pharmacy contractor will be required to submit all records requested by HSCB in relation to the service within 14 days of receipt of the request
- The pharmacy contractor is required to co-operate on a timely basis in respect of any review or investigation being undertaken by HSCB / BSO regarding the service
- In the event where HSCB / BSO cannot assure claims relating to the provision of the service recovery of the payment will be sought.

<b>Contact Details for Local Integrated Care Offices:</b>				
<b>Belfast</b>	<b>South Eastern</b>	<b>Southern</b>	<b>Northern</b>	<b>Western</b>
12-22 Linenhall Street Belfast BT2 8BS	12-22 Linenhall Street Belfast BT2 8BS	Tower Hill Armagh. BT61 9DR	County Hall 182 Galgorm Road Ballymena BT42 1QB	Gransha Park House 15 Gransha Park Clooney Road Londonderry BT47 6FN
Tel: 028 9536 3926	Tel: 028 9536 3926	Tel: 028 9536 2104	Tel: 028 9536 2812	Tel: 028 9536 1082
<a href="mailto:pharmacyservicesbelfast@hscni.net">pharmacyservicesbelfast@hscni.net</a>	<a href="mailto:pharmacyservicesse@hscni.net">pharmacyservicesse@hscni.net</a>	<a href="mailto:pharmacyservicessouth@hscni.net">pharmacyservicessouth@hscni.net</a>	<a href="mailto:pharmacyservicesnorth@hscni.net">pharmacyservicesnorth@hscni.net</a>	<a href="mailto:pharmacyserviceswest@hscni.net">pharmacyserviceswest@hscni.net</a>

## **Appendix 1:**

### **Examples of medicine management issues that could be discussed as part of the service**

#### **Pandemic packs**

These were provided to nursing homes in April 2020. Further detail on pandemic packs in care homes can be found [here](#)

- Is the pack fully stocked?  
If not, which items need replenished?
- Are all items in date?  
If not, which items need replenished?
- Are nursing home staff aware of how to replenish stocks?  
If not, advise nursing home on how to reorder items.

#### **General Medicines Management issues**

- Is the nursing home aware of any medicines which are long term out of stock and are required by patients?
- Are acute medicines received in a timely manner for patients?
- Any issues with receipt of monthly repeat medicines?
- Are there any issues with the formulation of medicines for individual patients?
- Are there any specific medication queries or issues for individual patients?
- If medicines are being supplied in Monitored dosage systems, are there any specific issues the nursing home has identified? (either generally or relating to individual patients)?
- Are there any specific areas of concerns which the nursing home have identified as a result of medication audits carried out in the care home?

#### **Storage/waste**

- Are all Medicines appropriately stored?
- Have any storage issues been identified?
- Are there any medicines which require disposal e.g. overstock or out of date  
**(Community pharmacist can only receive from residential care homes only unless they have a [clinical waste licence](#))**

#### **Oxygen**

- Have there been any issues with oxygen supply?

#### **Out of hours arrangements for medicines**

- Have there been any problems obtaining medicines outside of normal pharmacy opening hours (in the evening/at weekends)?

#### **Training**

Have any training issues been identified?