

Medicines Management Toolkit

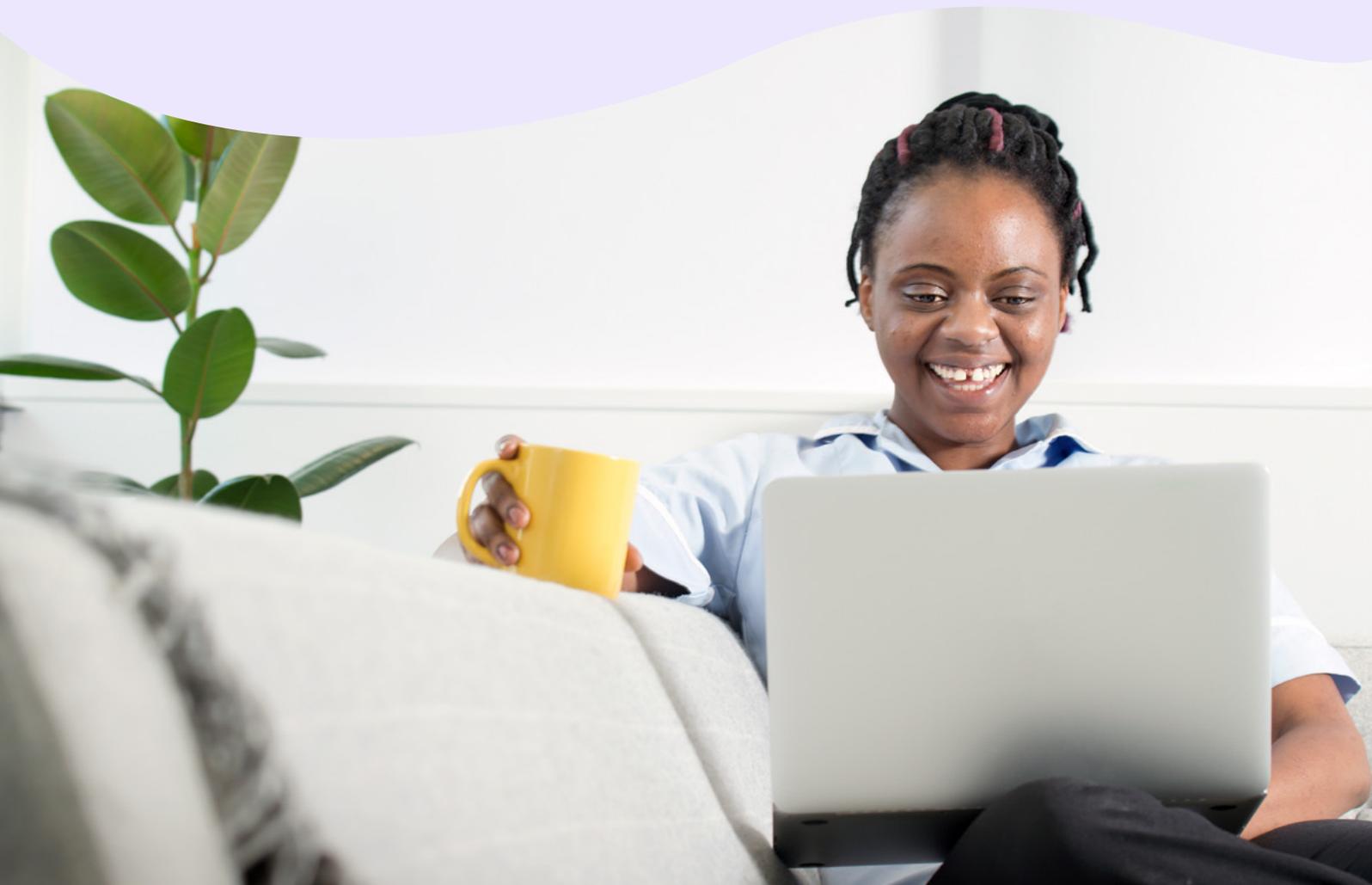
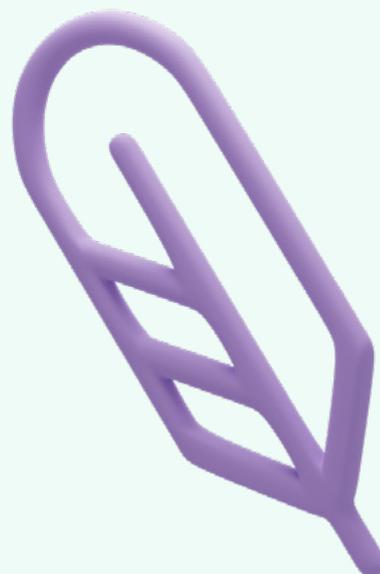




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Introduction

At Florence, we have a clear mission - to transform temporary staffing recruitment within the social care sector. Our online marketplace helps care homes fill rota gaps without the need for expensive recruitment agencies. Launched in 2017, we now work with more than 50,000 nurses and carers and 600+ care providers across England, Scotland and Wales.

Working closely on a daily basis with care homes we're aware that medicines management is the single most repeated process in a care home and one of the largest reported adverse incidents.

Transitioning into winter only heightens the risks associated with medicine related incidents, so it's important to review your medicines policy leading up to winter, as well as your documentation and record keeping measures.

So we're here to help. Throughout this toolkit you'll find practical tips on how to improve your documentation and record keeping, checklists to help you update your medicines policy and guidance on how to generally prepare your care home for this winter.

We do hope you'll find it useful. If you have any questions, please reach out to us by emailing hello@florence.co.uk.

Keeping your documentation in good shape

Top tips for best practice

It's crucial that all care settings have an effective record keeping system in place. It's an integral part of care that contributes to improving the health of residents, effectiveness of staff and the efficiency of your establishment.

Below, we've listed 4 ways to improve the record keeping and documentation measures in your care setting:

1 Better training = fewer mistakes

By having a **robust training process** that ensures all members of your staff understand the legal implications and expectations of good record keeping, you are much more likely to avoid mistakes and reduce the risk of harm.

Comprehensive documentation which is regularly **audited and updated** will enable you to deliver true person centred care. It'll also make the transfer of knowledge to other organisations, new starters and agency workers - seamless.

2 Maintaining Regulatory Compliance

To comply with **Regulation 17** (good governance) in the 'Health and Social Care Act', care providers must have **effective governance**, including assurance and auditing systems or processes.

These systems must assess, monitor and drive improvement in the quality and safety of the services provided, including the quality of the experience for people using the service.

Having a simple but effective **audit tool** will ensure you are able to demonstrate not only that the documents have been reviewed, but that gaps and outstanding actions required to address shortfalls have been assigned to one person and a 'close by' date agreed.

3 Documentation and communication (focus on the resident)

Good documentation involves **exploring and discussing choices**: to help work out what is most important, and the implications of different choices.

The gold standard is to support the resident to write their own care plan - if this presents too much of a challenge, then encourage the resident to take part in discussions around the type of care they need and want.

Where appropriate involve family and friends. Don't forget to document that the person at the *receiving* end of care has been involved - and remember to include a clear review date.

4 Efficiency and storing documents/records

GDPR (General Data Protection Regulations) came into effect in May 2018. The challenge for every care provider is how to make sure the personal information of all residents and staff are kept in a secure area, but still available for use.

Many organisations have had to get used to locking care plans away and ensuring **Personal Identifiable Data (PID)** is available only to those who really need it.



Remember - not everyone has a right to see the documentation you keep, so check before you hand it over. Ensure you have a clear IG policy and that the retention schedule for documentation is clear. You should not keep records for longer than is required.



Medicines Policy Audit Tool

We've created this tool to assist you with updating or auditing your current medicines policy in your care setting. This guidance aims to support and protect you, your care staff and your residents this winter - as you deal with managing medicines safely through Covid-19.

The following checklist uses a traffic light grading system.

After reading each proposed policy, tick which box applies to your care setting:

Green: Yes, policy is up to date

Amber: Policy in place, but needs updating

Red: No current policy

If you select **green** for the proposed statement or policy, provide evidence in the final column, if you select **amber** or **red** provide the action required to improve the safety measure.

Once you have completed the required fields, be sure to provide a date and signature in line with record keeping best practices.

Medicines Policy Audit Tool

Care Home Name: _____

	Green Yes: up to date	Amber Yes: needs updating	Red No policy	Evidence OR Action Required	Date Completed and Signature
Do you have an up to date medicines policy, which is accessible to all staff as required?					
Do those staff who administer medications have up to date medicines management training?					
Do those staff who administer medications have up to date training records?					
All care plans reflect accurate and up to date information about a residents' medications management.					
The known allergies for each resident are clearly marked on the MAR and the resident care documentation.					

Medicines Policy Audit Tool

	Green Yes: up to date	Amber Yes: needs updating	Red No policy	Evidence OR Action Required	Date Completed and Signature
All care plans have a monthly medications management audit in place.					
All photographs used for medications administration are up to date (no more than 6 months old) and are signed to state that they are a true likeness.					
An electronic or printable discharge summary is transferred with the resident between care settings.					
All records are disposed of confidentially after the appropriate period of time.					
Medications stock counts are monitored daily.					

Medicines Policy Audit Tool

	Green Yes: up to date	Amber Yes: needs updating	Red No policy	Evidence OR Action Required	Date Completed and Signature
Medications are stored correctly in line with the manufacturers' guidance.					
Fridge items are stored correctly and have the opening dates and expiry dates clearly identified.					
The fridge temperatures are checked on a daily basis and signed as correct.					
Medications are disposed of in the correct way as per medications policy.					
The clinical room is clean and free from dust and debris.					
The clinical room is locked at all times.					

Medicines Policy Audit Tool

	Green Yes: up to date	Amber Yes: needs updating	Red No policy	Evidence OR Action Required	Date Completed and Signature
A process is in place for identifying and reporting medication errors.					
Mediations errors are monitored and training provided where identified.					
Care Home staff are aware of arrangements for notifying suspected or confirmed medicine related incidents.					
Care home staff know the actions to take to protect any resident involved in a medicines related incident.					
The cause of medicine related incidents are investigated by care home staff.					
A red tabard (DO NOT DISTURB) is worn by all staff administering medications.					

Get winter ready

5 steps to prepare your care home for winter



1 Stock PPE

Make sure there is an adequate supply of PPE available to all staff. Now is a good time to monitor and report on usage levels and stock accordingly.

The recommended PPE for care homes include: Fluid repellent facemask, apron, gloves (and eye protection where required).



2 Cleaning and hygiene

Keep on top of cleaning and hygiene, to prevent the spread of infection in your care setting. Now's the time for staff, residents and visitors to refresh their memories on hand hygiene and PPE practices.

Staff should be regularly cleaning and disinfecting surfaces and equipment, washing and sanitising hands frequently and disposing of PPE in the correct way after use. These measures will help to keep the environment really clean.



3 Forecast staffing and block book

With the use of agency staff being discouraged, you can look into alternative safe options. With Florence, you can secure your agency nurses and carers by exclusive contract and block-booking, to limit the amount of people entering your facility.

This means a single care-giver can work with you for an extended period, rather than several different temporary staff members.



4 Testing

Ensure regular testing is being carried out. It's important to monitor test results and act accordingly should someone in the home, either staff or resident have a positive test result. You can find the latest government guidance [here](#).



5 Care for staff's mental health

Take the time to regularly check in with staff on how they are feeling and offer them a safe space to discuss their worries or concerns. Find out more in our blog post on [how your nurses and carers can look after their mental health](#).



What is Florence?

At Florence, we have a clear mission - to transform temporary staffing recruitment within the social care sector. Our online marketplace helps care homes fill rota gaps without the need for expensive recruitment agencies. Launched in 2017, we now work with more than 50,000 nurses and carers and 600+ care providers across England, Scotland and Wales.

How does our platform work?

Florence makes it easy for you to find fully screened RGNs, RMNs, RNLDs and carers to fill your temporary shifts. Our online platform makes it easy to:

- Select the best staff to suit your residents needs based on their skills, experience and ratings.
- Directly invite your favourites to ensure your home provides continuous care.
- Set your own rates and generate reports to manage spend and keep on top of your budget.

How can Florence help you this winter?

We know your care home is working hard to keep residents and staff safe during Covid-19 and through winter. To help we've introduced a new block booking solution: Exclusive bookings - to fit your needs.

This means a single care-giver can work with you for an extended period, rather than several different temporary staff members. During this time, the nurse or carer will contractually agree not to work with any other providers.

Using Florence Exclusive helps you get quality nurses and carers, while complying with the effort to prevent the spread of coronavirus.

All nurses and carers on Florence have completed infection prevention and Covid-19 training. You can also check out their latest Covid-19 test results on their profiles before you book them. This keeps everyone safe.

Get in touch

Book a demo today or email us at jack@florence.co.uk for more information.

What's next?



If you'd like to find out more about Florence and how we can help you this winter, you can **book a demo**.

We'll walk you through everything the Florence platform has to offer and how you can fill your rota gaps safely and easily.

[Book a demo](#)