NHS Northern, Eastern and Western Devon Clinical Commissioning Group
NHS South Devon and Torbay Clinical Commissioning Group

NHS

Caring for Care Homes

Care Home monthly medication ordering request: Ordering process for Care Home

Care Home collects all relevant documents eg Medication Administration Records (MAR), current repeat slips, hospital discharge documents and medication change forms

i **Remember:** Check carefully for changes that may have been made mid-cycle as they are often contributing factors in medication errors.

Stock Levels

- Before ordering an item check stock levels (eg dressings, SIP feeds, inhalers, topical and 'When required items')
- Ensure all storage areas are checked (eg fridge)

Accuracy checking

- Ensure all the relevant documents match
- If the documents do not match ensure this is clearly communicated to the GP (eg different dosage or drug missing). This is particularly important after hospital discharge
- Ensure each resident has the correct care home address
- Inform the GP or Pharmacy of any changes in allergy status

Ordering

- Only order items that are required this cycle
- Only order 'When required' items if further supply will be needed this cycle
- Ensure all quantities are appropriate to complete the next 28 day cycle
- Items not ordered this cycle will remain on the resident's repeat list
- Inform the GP or Pharmacy of any items discontinued so these can be removed from the resident's repeat list and the MAR chart
- If an item is not on the resident's repeat list make sure this is communicated to the GP to ensure it is supplied (include the drug name, strength, form, dosage and quantity) this can be handwritten on to the repeat or added in the comments box online

Care Home sends completed medication request to the GP surgery to generate the prescriptions

GP sends prescriptions to the pharmacy or dispensary to be dispensed

Medication is received by Care Home for checking against the medication request for accuracy

Ensure any changes that have occurred since placing the original medication request have been actioned

If any discrepancies are found contact the Pharmacy or GP surgery for clarification