



# Caring for Care Homes

Issue 25, June 2018

Newsletter for Care Home staff, General Practitioners and Community Pharmacists

**Yellow Card Scheme**

Winner of the *Commissioning for Patient Experience* category  
At the 2017 Patient Experience Network National Awards



The Yellow Card scheme is a free and easy-to-use electronic system of reporting feedback about elements of poor quality or care that you might come across in your day-to-day work. The information gathered can be built up into a bigger picture so that themes can be identified and appropriate actions taken, resulting in improved outcomes for your residents.

Examples could include:

- Incomplete or inaccurate discharge summaries
- Delays to getting medication for your residents
- System blockages that make it difficult to get the care your residents need
- Identifying who is taking responsibility for the care of a resident

To report an event or for more information please go to the following website:

[www.southdevonandtorbayccg.nhs.uk/contact-us/yellow\\_card/Pages/default.aspx](http://www.southdevonandtorbayccg.nhs.uk/contact-us/yellow_card/Pages/default.aspx)

The Yellow Card scheme is not for reporting in-house medicines incidents; for this please use Guidance sheet '00 How to report a significant incident'.

**Please note:** The CCG yellow card scheme is not to be confused with yellow card reporting of adverse drug reactions to the Medicines and Healthcare products Regulatory Agency (MHRA).

## Don't forget to record 'PRN' medication in the care plan



It is important to record details of any medicines that should be taken 'when required' in the resident's care plan. A clear treatment and outcome plan should be recorded and should include:

- What the medication is being used for
- The symptoms to look out for and when to offer the medication
- Whether the resident is able to ask for the medication or if they need prompting or observing for signs of need
- When the medicines should be reviewed or monitored
- How long the resident is expected to need the medicine

Where there is more than one option available (eg multiple painkillers), it should be made clear when it is appropriate to use each one, and in which order they should be tried (eg 'paracetamol first, then codeine if pain not resolved...').

To help support your residents to take 'when required' medication safely check out the 'When required medication plan' and the 'When Required medication outcome record' which is attached to the Caring for care homes guidance sheet '17 When required medication'.

Updated guidance sheets: Please remember to replace your old copies

➤ 12 Storage and expiry dates	➤ 15 Accurately listing a resident's medicines	➤ 29 Self-administration of medication
➤ 14 Meeting with a drug representative	➤ 28 How to write a medicines policy	

## Monitoring your fridge temperature

Some medicines must be stored in a refrigerator because at room temperature they break down or may be less effective. In your care home you should always be able to provide assurance that medicines are stored at the right temperature.

The fridge temperature should be recorded daily using a **maximum** and **minimum** thermometer and records of both, together with current reading, must be kept. Once the readings have been recorded, please reset the thermometer. For more information about this please download our Guidance sheet '**01 Fridge Temperature Monitoring**' from NHS NEW Devon CCG website.

## Prescriptions for Seretide® and Sirdupla® may be changed to AirFluSal®

Residents who are currently prescribed either Seretide® Evohaler or Sirdupla® inhaler may have their prescriptions changed to a new brand called AirFluSal®. However, only the 125mcg or 250mcg strengths are being changed to AirFluSal®.



AirFluSal® is as effective as Seretide® or Sirdupla® and is less expensive; it contains the same drugs (fluticasone and salmeterol). AirFluSal®

is the same type of inhaler as Seretide® or Sirdupla® and so the inhaler technique the resident will need to use will be the same as before. AirFluSal® is also compatible with both Aerochamber® and Volumatic® spacers and these should continue to be used where prescribed.

Residents should not notice any difference in the effect of their new medication. However, if you have any questions or concerns please contact the resident's Doctor or Pharmacist for advice.

## Controlled drug liquid balances

When conducting liquid balance checks for controlled drugs, you may notice that balances are a millilitre or two adrift as time goes on and new medicines are administered to patients or received from pharmacies.



There can be a number of reasons for these small variances, one being that when a manufacturer fills a stock bottle of liquid, a small overage is included eg a 500mL bottle may actually contain 510mL of liquid medication.

Also, the measures used in dispensing liquid medications in pharmacies have an allowable limit of error of about 1%. These small margins for error may mean that you naturally have small discrepancies of one or two millilitres in your liquid controlled drug quantities for your residents. These very small discrepancies are easily accounted for by bearing these factors in mind, however, large discrepancies should be investigated and reported.

If you ever do not have enough liquid for a resident, please get back in contact with your regular community pharmacy.

## Free training!



Many of your staff will have registered for and completed the first package of free e-learning available from PrescQIPP. The Caring for Care Homes Team can now announce the availability of the second package (again free) for all care home staff.

Staff members who have undertaken the previous training will be able to use their original log-in to access Care Home 2 on the website. However, if some staff members are still to register or complete the first package, then they can still continue with those modules. Information and instructions on how to register were included in the Caring for care homes newsletter September 2017 available on the CCG website.

Devon Community Education Provider Network (**Devon CEPN**) is pleased to be able to offer a free Masterclass on Long Term Conditions. It is suitable for all clinical or non-clinical staff regardless of role and workplace setting.



Please visit [www.devoncepn.co.uk](http://www.devoncepn.co.uk) and click on **Masterclass** in the **Course and Events** tab to book onto one of these courses. For further information please telephone: 01752 431533 or email: [devon.cepn@nhs.net](mailto:devon.cepn@nhs.net)