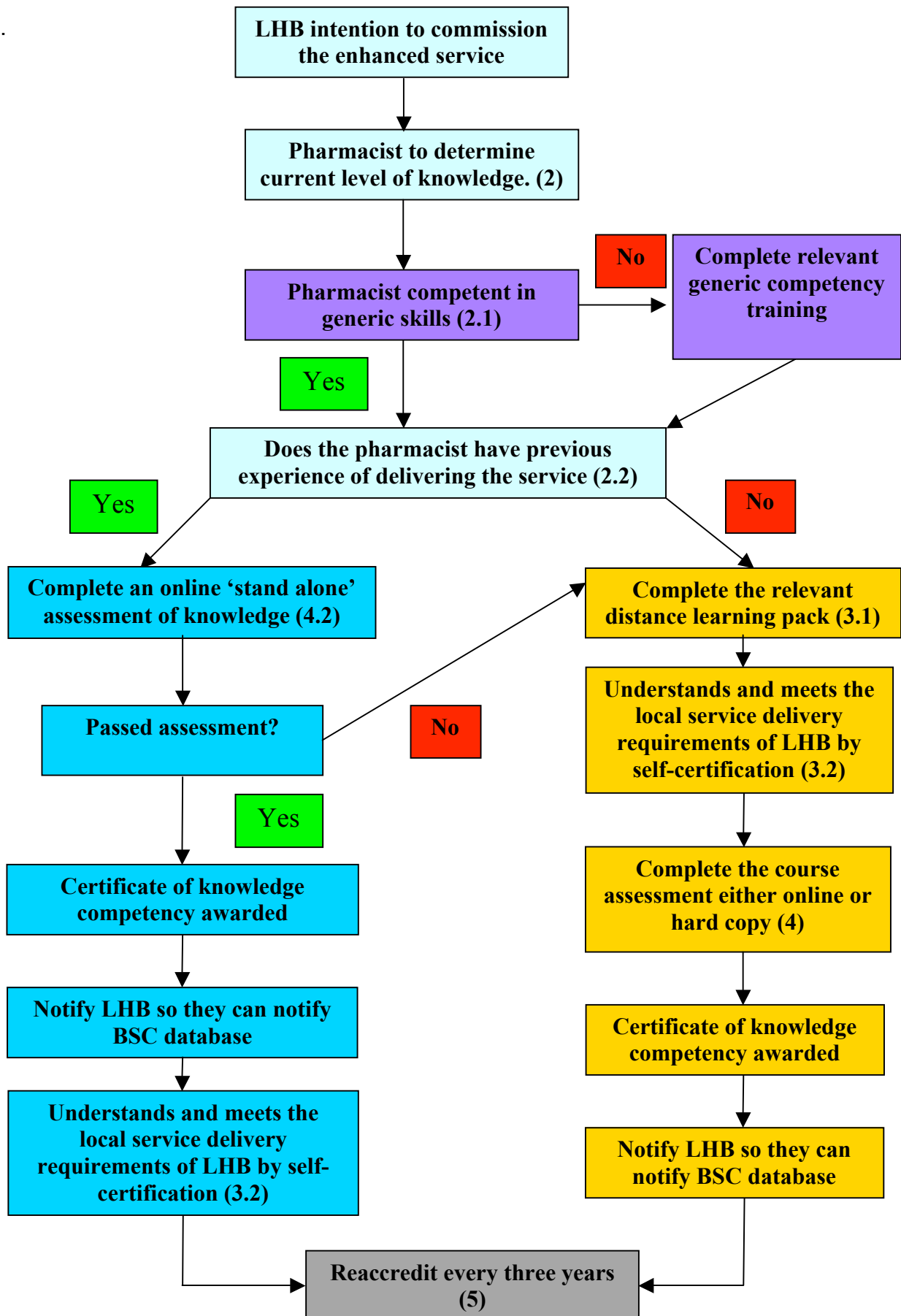


Community Pharmacy National Enhanced Services Competency and Training Framework

Care Homes

1	<p>Introduction</p> <p>Community pharmacists who wish to provide a Care Homes Service as a National Enhanced Service must demonstrate competence prior to commencement of the service and have their names listed on an enhanced service provider list kept by the Business Service Centre on behalf of the Local Health Board (LHB).</p> <p>The information in this document outlines the design of training which will allow community pharmacists to be deemed competent by the LHB. The following documents contain important information related to the safe management of medicines in care homes.</p>
2	<p>2.1 Generic competencies</p> <p>Pharmacists are expected to have a current working knowledge of the following areas before providing this enhanced service:</p> <ul style="list-style-type: none"> • Child Protection level 1 • Disability Discrimination Act • Mental Capacity Act • Protection of Vulnerable Adults • Data protection / Caldicott guidelines <p>Pharmacists will be required to self-certify that they have these generic skills. NB. Only one self-certification form is required by the LHB no matter how many enhanced services you deliver. Support in these areas is available from WCPPE.</p> <p>2.2 Core competencies</p> <p>These core competencies have been linked with the general pharmacist competences of the Royal Society of Great Britain, shown in [].</p> <ol style="list-style-type: none"> a) Advises the care home on appropriate systems for safe ordering, receipt, storage, administration and disposal of medicines and appliances. [G1, G5] b) Provides an initial assessment of the clinical and cost effective use of medicines and make appropriate recommendations to the care home to improve patient's medicine use. [G2, G7] c) Advise the care home manager and staff on the content of their medicines related policy documents, including the administration of medicines for acute conditions, use of 'homely remedies' and procedures when there are alterations to residents medication regimens. [G1, G5] d) Is able to provide effective medicine management guidance in order to reduce waste. [G1, G5] e) Is able to counsel and advise individuals about their condition and enable them to take their medication as prescribed [G2]. f) Is aware of the management, documentation and delivery of this service. [G4, G5] g) Effectively communicates with the local care home inspectorate to reinforce any medicines related issues highlighted during their visits [G1, G2] h) Understands the legislation, ethics, duty of care and professional judgement for the management of medicines in the care home [G1, G10]. i) Is able to provide approved training to help improve the skills of the care home staff, including ordering, receipt, storage, administration, disposal and record keeping of medicines. [G1, G6]

3 Framework of Training



3.1 Underpinning knowledge

The following distance learning programme will provide pharmacists with the necessary knowledge to underpin the provision of this enhanced service:

- **Supporting care homes with medication management**

Pharmacists may also wish to ensure they are familiar with the contents of the documents.

- Care and Social Services Inspectorate Wales (CSSIW)
<http://new.wales.gov.uk/cssiwsite/cssiw/regulations/?lang=en>
- The Handling of Medicines in Social Care (RPSGB, 2007)
<http://www.Rpsgb.org/pdfs/handlingmedsocialcare.pdf>

3.2 Understands and meets the local service delivery of LHB

Attendance at a workshop designed to increase the participant's confidence of dealing with this client group through role play and to explain how the service will run, is not considered a prerequisite in order for Pharmacists to start to provide this enhanced service, but is encouraged.

The pharmacist must have a knowledge and understanding of the local service delivery requirements of the LHB.

4 Summary of Assessment & Accreditation

4.1 No previous experience of delivering this enhanced service

It is recommended that pharmacists complete the distance learning pack or other appropriate training to provide underpinning knowledge before completing the competence assessment.

They must also successfully complete one of the following:

1. Online assessment as outlined below in 4.2
2. Paper based assessment comprising of case scenarios around delivery of service

The pharmacists must obtain an up-to-date service level agreement (SLA) and then complete a self-certification form stating that they have read and understood the LHBs SLA. They must then send a copy of training certificates and all self-certification forms to the LHB.

4.2 Previous experience of delivering the service

The pharmacist must successfully complete an online assessment comprising:

- a) True / False questions on pharmacological knowledge
- b) MCQs on practical application of therapeutic knowledge
- c) Ethical dilemmas discussions
- d) Case study testing knowledge of delivery of the enhanced service

If the pharmacist has previous experience with delivery of this service, they must contact the LHB to obtain an up-to-date service level agreement (SLA) and then complete a self-certification form stating that they have read and understood the LHBs SLA. They must then send a copy of previous training certificates and all self-certification forms to the LHB.

Competence is proved by possession of a current, expiry dated certificate, provided by WCPPE. LHBs are recommended to maintain records of pharmacists deemed competent to provide this service for a minimum of three years.

<p>5</p>	<p>Re-assessment of competence Re-assessment of competence is recommended every three years. This should include a self declaration of competency or submission of a CPD record or a relevant audit or other method of assessment, as considered appropriate by the LHB commissioning the service. Where there are concerns regarding poor performance, this should be addressed separately as a clinical governance matter by the commissioning LHB.</p>
<p>6</p>	<p>Mutual Recognition All LHBs will recognise the certificate of competence which bears the standard mark of the Welsh Competency Harmonisation Group (WCHG) or the NW Harmonisation of Accreditation Group (HAG) and they will only need to ensure that pharmacists understand any differences of operation of the service in their area (by self- certification).</p>
<p>7</p>	<p>Acknowledgements We would like to thank HAG(Harmonisation Accreditation Group) for allowing us to adapt their original templates to meet the needs of Wales.</p>
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