



OPUS
PHARMACY SERVICES

Experts in Medication Training

www.opuspharmserve.com

Newsletter No.7

- Competency assessments - frequently asked questions
- Beating the credit crunch
- New courses

ON-LINE COMPETENCY ASSESSMENTS COMING NOVEMBER 2009

Following the success of our e-learning medication courses, we have been asked to develop an online competency assessment tool for medication handling. This will be ready for launch in November 2009.

Ensuring your staff are competent in the handling of medicines is a key requirement but traditionally, testing and measuring their competence is time consuming and expensive. Our new and innovative online competency assessment will help you meet CQC requirements. For features and benefits, see page 3

Opus Helps beat the Credit Crunch with e-learning!

Some of the Benefits of e-Learning

In these difficult economic times and with budgetary constraints, it is often necessary to look at different ways of working. The Opus e-learning medication training and online Competency Assessment provide many benefits for those wishing to beat the credit crunch!

E-Learning – Cost effective delivery of our accredited training courses

Cost saving - Training can be delivered on-demand whenever and wherever it is needed for one staff member or for many

Time saving – Only takes 1.5 -2 hours to complete



Online Competency Assessment

Cost saving – no need for a senior staff member to be released to undertake the assessment or to be covered by another team member

Time saving – Only approx 30 minutes to complete

Contingency Planning

With many organisations drawing up their contingency plans in the event of swine flu, have you considered online training as an alternative to face to face training? Benefits of the e-learning medication training and online competency assessment are that they can be undertaken at home or in the workplace. The Learning Management System allows managers to monitor their staff's performance.



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NEW COURSES!

For Social Workers

Supporting Service Users with their Medication

A course which looks at:

- Levels of support with medication
- How and what to record on the care plan
- Avoiding errors, misunderstandings and misinterpretations, what you would expect care workers to do following the instruction on the care plan
- Case studies to illustrate the issues that may arise

This course has proved very popular with Local Authorities.

For District / Community Nurses

- **Medication Course for District / Community Nurses**
- **Opiates in Practice**

These courses have been commissioned by and proved very popular with PCTs. They include case studies and group work and are designed to reduce the potential for medication errors ensuring patient safety.

For Children's Services

Medication Courses for Children's Services

These courses are available as both face to face and e-learning. They are tailored to the specific environment including:

- Children's Homes
- Boarding Schools
- Residential Special Schools
- Day Schools
- Foster Care

For a full list of all of our courses and services, see the back page.



Coming Soon.....Distance Learning Course

We will be introducing our Opus Distance Learning Medication Course soon – more details will be available shortly! If you wish to receive details about the launch, please e-mail us at info@opuspharmserve.com

UK Events 2009/10 - Come and discuss your needs at:

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|--|---------------------------|
| • South Region Care Providers Conference (Southampton) | 2nd October 2009 |
| • Care Show London (Olympia) | 7th and 8th October 2009 |
| • Care Show Birmingham (NEC) | 3rd and 4th November 2009 |
| • East Anglia Region Care Providers Conference (Braintree) | 17th November 2009 |
| • South East Region Care Providers Conference (East Grinstead) | 24th November 2009 |
| • Home Counties Region Care Providers Conference | December (Date TBC) |
| • Sussex and Surrey Social Care Showcase | 11th March 2010 |

For further information about any of these events, please e-mail us at info@opuspharmserve.com

Competency Assessment FAQs

1. Why do I need to assess competency?

Under the National Minimum Standards (and Compliance Guidance from 2010), you are required to ensure your staff are "trained and competent". Whilst the training is undertaken to gain knowledge, the competency assessment is designed to ensure staff are putting that knowledge into practice.

2. How long does the online competency assessment take?

The assessment takes approximately 30 minutes to complete.

3. What does the online competency assessment consist of?

Competence is assessed through a series of scenarios that care staff face on a day to day basis. This includes video clips, case studies and questions.

4. What evidence will I have for CQC?

The Learning Management System (LMS) provides full evidence for CQC. A Learning Skills Report will detail the areas of competence and a Skills Analysis will provide Managers with areas where further training or supervision may be required.

5. What are the benefits of assessing competency online?

As well as providing a consistent approach to assessment, this is a cost-effective and time-effective way of assessing competence. It is fully updated to reflect latest guidance and best practice and provides full evidence to CQC and your organisation

6. What support will I get?

The system is fully IT supported and in addition there is an e-mail pharmacist support line for medication handling queries.

7. Can I use it as part of my recruitment process?

Yes, it is a useful tool for organisations to use as part of their recruitment process. It is also useful for individuals to use as evidence to present when applying for new jobs.

8. Do staff have to have done Opus medication training before they are assessed?

No. staff must have undergone medication training at some point before they are assessed. It does not have to have been the Opus medication course. The Opus online assessment is not however designed as a learning resource, it is designed as an assessment tool. Medication training can be arranged through our e-learning or face-to-face medication courses

9. Are there separate competency assessments for staff who work in a care home and staff who work in domiciliary care?

Yes. There are separate assessments for staff in care homes, domiciliary care, day care and extra care and supported living.

About Us...

Expertise



If you require any further information or advice, our team of pharmacists are available to provide advice visits, training and medication policy writing. Call Judith on 07976 898 324 or Shelagh on 07818 064 992

Experts in Medication

At Opus we aim to provide you with the reassurance needed to ensure you can demonstrate to CQC that you have a **"trained and competent workforce"** who can administer medication safely and effectively.

Contact us

e-mailing via our website: www.opuspharmserve.com

e-mail: info@opuspharmserve.com

Phone 07976 898 324 (Judith) or email: judith@opuspharmserve.com

Phone 07818 064 992 (Shelagh) or email: shelagh@opuspharmserve.com

Courses and Services

Foundation Courses

- Care and Control of Medicines for Care Homes
- Domiciliary Care Medication
- Medication in Day Services
- Medication in Extra Care Housing and Supported Living
- Safe Handling of Medicines in Adult Placements and Foster Care
- Care and Control of Medicines in Prisons
- Medication courses for Children's Services

Intermediate Courses

- Care and Control of Medicines for Care Homes
- Domiciliary Care Medication
- Medication in Extra Care Housing and Supported Living

Refresher Courses

- Refresher Medication (Care Homes)
- Domiciliary Refresher Medication Course
- Refresher Medication Course for Managers

Courses for Nurses

- Advanced Medication Course
- Medication Management and Audit for Nurses
- Refresher Medication Course for Nurses
- Medication Course for District/Community Nurses
- Opiates in Practice

Courses for Managers and Senior Staff

- Assessors Workshop for Medication Handling
- Medication Management and Audit
- Domiciliary Medication Management and Audit
- Day Care Medication Management and Audit

Specialist Courses

- Medication in Learning Disabilities
- Medical Conditions Courses 1 and 2
- Supporting Service Users with their Medication for Social Workers

Schools Courses

- Care and Control of Medicines in Boarding Schools
- Care and Control of Medicines in Residential Special Schools
- Medication Course for Day Schools and Early Years Settings

Flexible Training Options from Opus

As always, we are able to provide flexible face to face training at a time and place to suit your needs or online training (e-learning) which can be accessed any time / any place!