



Experts in Medication Training

[www.opuspharmserve.com](http://www.opuspharmserve.com)

## Newsletter No.6

- E-learning is growing
- Extended Range of Face to Face Courses in 2009
- Top Tips for Medication Handling

## E-Learning Success

Since the launch of our e-Learning we have been asked to extend our range of courses which now include:

- Care and Control of Medicines for Care Homes\*
- Domiciliary Care Medication\*
- Medication in Supported Living and Extra Care Housing\*
- Day Care Medication
- Safe Handling of Medicines in Adult Placements and Foster Care



\*Accredited by the College of Pharmacy Practice (CPP)



See page 2 for what our customers are saying about Opus e-Learning!

## NEW!

## Face to Face Courses by our Pharmacist Trainers

In addition to our existing courses listed on the back page, the following new courses have been added to our range:

- Domiciliary Refresher Medication Course
- Domiciliary Medication Management and Audit
- Day Care Medication Management and Audit
- Care and Control of Medicines in Prisons
- Medication Course for District/Community Nurses
- Refresher Medication Course for Managers



See page 2 overleaf for further details

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## What our customers are saying about Opus e-Learning..

Customers tell us that they find it useful for training night staff and weekend workers and particularly useful for training new staff if they need to be trained straight away. The online training is easy to use and has an e-mail / phone support service in addition to the unique "Ask the Pharmacist" feature which enables learners to have any queries or questions on medication issues answered by a Pharmacist.

*" I really enjoyed doing this course. It was very relevant to what I'm doing right now as a support worker. It was quite refreshing".*

**Support Worker**

*"Very flexible, didn't need to release all my staff in one go so didn't need to spend out on cover"*

**Care Home Manager**

*" Easy to use and understand – covered everything staff need to know. Great back up and advice service".*

**Workforce Development - Local Authority**

*" I enjoyed the course and found it a great update"*

**Domiciliary Care Manager**

*" I felt that the training was well organised and the exercises throughout the topics were useful to test understanding. The case studies were particularly useful to demonstrate the importance of procedures".*

**Care Home Worker**

*" This is an excellent course for anyone wishing to improve their practice and also useful for nurses for prep, while it was basic in places that is a very good thing as some nurses get into bad habits and therefore I thought it was excellent "*

**Registered Nurse**

*" I enjoyed the lesson, it improved my knowledge on administering medication and I was able to do it in sections to fit in with work"*

**Domiciliary Care Worker**

## NEW! Face to Face Courses by our Pharmacist Trainers

### Domiciliary Refresher Medication Course

Many domiciliary care staff are now due for a refresher medication course. This course provides an update on latest guidance and practical procedures and uses group work to illustrate key points.

### Care and Control of Medicines in Prisons

We have developed two courses for prison staff – one for nurses who administer medicines and one for nursing / healthcare assistants who may assist with the dispensing of in-possession original packs and over-the-counter (OTC) medicines.

### Domiciliary Care Medication Management and Audit Day Care Medication Management and Audit

These courses are suitable for managers and senior staff who are accountable for the management of medication in their service. The courses include how to successfully manage medication and understand the processes involved with medication management, how to audit effectively and develop an

in-house medication audit protocol and how to reduce the likelihood of error associated with mismanagement of medicines.

### Medication Course for District / Community Nurses

This course is designed for the District / Community Nursing Service and includes the safe handling of medicines in the home setting, the problems and issues of medication on discharge from hospital / intermediate care and specific medication tasks undertaken by the community nursing team.

### Refresher Medication Course for Managers

As a manager, it is often difficult to find the time to keep up to date with medication training and medication matters. In order to demonstrate a trained and competent workforce and to ensure the safety of the service user, this course provides latest guidance and updates on medication management. This session is essential to ensure safe practices in the workplace and to attain high inspection ratings.

## 10 Top Tips - Did you know ? .....

1. Any medicines ordered by a care home for a resident to self medicate must be properly receipted and a record made when they are handed over to that person.
2. Care plans for self medication should include the frequency of any checks made to ensure the resident can manage the medicines successfully.
3. For medication prescribed "when required" (PRN), a specific plan for administration must be recorded in the care plan.
4. A record for PRN medication does not have to be made at each medicine round to show the person has been offered the medication however the care plan should demonstrate that staff know what the medicine is for and have made an assessment on whether the person requires the medication.
5. In domiciliary care the administration of PRN medication may not be at the time of a care worker's visit. In such circumstances, the care plan must detail how the person's needs are met.
6. Temazepam must be stored in a Controlled Drug (CD) cupboard in a care home.
7. When Controlled Drugs are received and administered in a care home, a record must be made on the MAR chart and in the CD register.
8. In a care home, creams and ointments can be kept in people's rooms. Safe and secure storage must be available and the person should be asked if they are happy for the product to be kept in their room.
9. For residents prescribed aqueous cream to be used as a soap substitute, the care plan should list the cream and what it is for. A record could then be made in the daily care notes to record that the cream had been used to wash the person.
10. When a person is prescribed a nutritional drink, a record must be made to demonstrate the person is getting the drinks as prescribed. This may be made on the MAR or on a separate record sheet kept with other information on the person's progress such as daily weight checks or fluid intake.

Reference source: CSCI Professional: Pharmacy Tips. 27 Oct 2008 and 18 Feb 2009

## Care Quality Commission

April 1st 2009 sees the formation of the new Care Quality Commission (CQC). This is the new independent regulator of all health, mental health and adult social care in England. It brings together the Commission for Social Care Inspection (CSCI), the Healthcare Commission and the Mental Health Act Commission (England).

## UK Events 2009 - Opus will be attending the following events:

- |   |                      |
|---|----------------------|
| • Care Show – Bournemouth                           | 17th and 18th March  |
| • North East Care Conference (Guisborough, N.Yorks) | 21st April           |
| • South West Care Conference (Cornwall)             | 12th May             |
| • South West Care Conference (Somerset)             | 13th May             |
| • London Care Show at Olympia                       | 7th and 8th October  |
| • Care Show Birmingham                              | 3rd and 4th November |

For further information about any of these events, please e-mail us at [info@opuspharmserve.com](mailto:info@opuspharmserve.com)

# About Us...

## Expertise



**Experts in Medication**

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

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:**

**e-mail:**

**Phone 07976 898 324 (Judith) or email:**

**Phone 07818 064 992 (Shelagh) or email:**

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## 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

### 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

### 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
- Mental Health Medication
- Medical Conditions Courses 1 and 2

### 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!**