

NHS BLMK ICB Care Home Medicines Optimisation Team (MOT) Service Referral Pathway

ICB Quality Team / Local Authorities (LA) (commissioner and safety function)

The BLMK ICB Care Home MOT provide the following functions:

- ⇒ Improve pharmaceutical care and resident experience by conducting joint quality-MO essential visits .
- ⇒ Provide ICB MO representation at key stakeholder meetings to improve care home medicines optimisation service provision, and good practice 'at place' and across the integrated care system (ICS) - e.g. EHICH.
- ⇒ Monitor individual residents' pharmaceutical needs and optimising medicines management systems within care homes upon referral via Continuing Healthcare (CHC)/LA/ quality and safeguarding and/ or Care Quality Commission (CQC).
- ⇒ Observation of medication administration rounds (technician led) to intervene, where appropriate, to improve resident adherence, improve medicines safety and reduce overprescribing (as observed) in the best interests of the resident .
- ⇒ Work with the LA and Quality Team to manage care home medicines related queries and work collaboratively to improve pharmaceutical care in homes requiring extra support (i.e. in heightened monitoring).

*The ICB Quality Team is the primary contact for care home quality issues — quality issues should be raised with the ICB Quality Team in the first instance.

Primary Care Networks (PCNs) (complex clinical support function)

PCNs are responsible for providing services to patients, including those living in care homes, and delivery of the [Network Contract Direct Enhanced Service \(DES\)](#).

The ICB CH MOT can support PCNs/PCN Pharmacy Teams with:

- ⇒ Complex structured medication reviews (SMRs)
- ⇒ Providing peer support/ expert opinion on SMR related issues
- ⇒ Provide guidance on SMR risk stratification
- ⇒ Manage clinical queries related to medicines optimisation systems and processes within care homes
- ⇒ MDT involvement / attendance of best interests meeting
- ⇒ PCN staff training / new staff induction
- ⇒ Medicines reconciliation / discharge issues

[Network Contract Directed Enhanced Service: Structured medication reviews and medicines optimisation: guidance](#)

Examples of Interventions & Support from the ICB Team

Pharmacist:

- ⇒ Advice on reduction of problematic polypharmacy and/or anticholinergic burden
- ⇒ Covert administration, self-care advice and guidance
- ⇒ Rationalising medication regimes to minimise risk of adverse effects / reduce risk of medication-related hospital admission

Pharmacy Technician:

- ⇒ Clarification of administration directions e.g. emollients, PRN protocols, homely remedies
- ⇒ Removing repeat prescription items no longer in use
- ⇒ Confirmation of allergy status & checking medicines adherence for care home residents
- ⇒ Supporting practices with proxy ordering (with wider ICB team)

[Care Home Pharmacy Technician Led Intervention List to Support Medicines Optimisation for Residents](#)

CQC registered care homes: nursing, residential, learning disability (medicines management and governance function)

Individual GP practices are the primary contact for care homes.

The ICB CH MOT can offer support at care homes request, such as:

- ⇒ Medication supply provision issues & communication
- ⇒ Homely remedies & self-care support
- ⇒ Staff training
- ⇒ Improving medicines management processes and procedures
- ⇒ Signposting to other key stakeholders
- ⇒ Project development & delivery
- ⇒ Medication audit
- ⇒ Observation of medication administration rounds and subsequent advice to improve practice in line with CQC

Examples of Interventions / Support:

- ⇒ Online ordering implementation/support
- ⇒ Reducing waste
- ⇒ Inhaler technique advice
- ⇒ Controlled drug queries
- ⇒ Implementation of homely remedies
- ⇒ Time critical medicines advice
- ⇒ Medication storage guidance

Other key stakeholders (collaborative function)

The ICB CH MOT may also be required to support or liaise with wider healthcare services and colleagues, such as:

- ⇒ Community providers (e.g. mental health services) - ensuring joint up provision of care and
- ⇒ Secondary care - improving resident experience at the interface
- ⇒ ICB Medicines Optimisation Locality Teams / Colleagues—ensuring cost effective use of medicines
- ⇒ Development & implementation of ICB guidance to standardise ICS practice
- ⇒ Delivering national care home priorities - to meet system wide needs
- ⇒ Building a population health management strategy, responding to local needs, reducing health inequalities and improving long term conditions



Bedfordshire, Luton
and Milton Keynes
Integrated Care Board

Meet the Team - NHS BLMK ICB Care Home Medicines Optimisation Pharmacists & Pharmacy Technicians

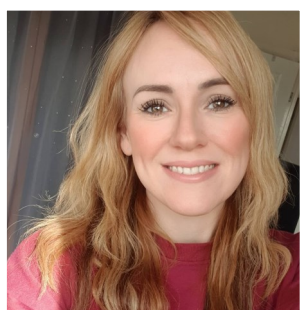
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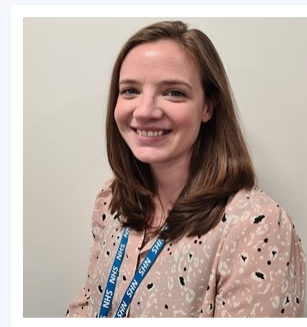
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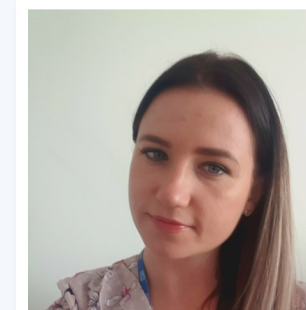
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Please send details of your query/referral to the relevant area's team email address (no proforma required). Individual contacts can be used if needed.

Emails are monitored Monday—Friday, 9am—5pm (excluding Bank Holidays) and will be triaged to the most appropriate member of the team.

Patient identifiable details should ONLY be sent from and to secure email addresses (e.g. NHS.net to NHS.net).

More information, guidance documents & newsletters can be found on the [BLMK ICB Care Home Medicines Optimisation \(MO\) team website](#).