

# Care Home Resource List for Primary Care Clinicians

This resource sheet provides key signposting to essential information to support your work with residents in care homes and the wider adult social care sector. It brings together core national guidance and medicines information platforms to help you access the material you need when managing clinical and medication related queries for this population.

## Guidance and Pathways

**NICE (National Institute for Health and Care Excellence):** Provides extensive guidance and quality standards covering medicines, safeguarding, decision-making and general care home management. [Care homes | Topic | NICE](#)

**BLMK ICB Guidance - Care Homes:** A comprehensive library of BLMK ICB approved care home specific documents - [Care Homes](#). The information in these resources were accurate at the time of publication. The content may not have been reviewed or updated since. Please ensure you refer to the most current guidelines on the CQC website, NICE website and resources found on PrescQIPP to support you.

**BLMK ICB End of Life Medicines Service:** BLMK ICB commissions the [End of Life Medicines Service](#), with the aim of ensuring patients receiving palliative care in the community have access to specialised drugs when required in an emergency.

## Quality, Regulation and Local Support

### **Care Quality Commission (CQC)**

Reference for safe medicines practices in care homes and adult social care settings.

[Medicines information for adult social care services - Care Quality Commission](#)

Email: [Medicines.Enquiries@cqc.org.uk](mailto:Medicines.Enquiries@cqc.org.uk)

### **Bedfordshire Care Group Ltd - Supporting social care providers across BLMK - [Beds Care Group Ltd](#)**

Bedfordshire Care Group Ltd provides tailored support to care providers, including assessments, staff training, digital solutions, and recruitment support. With an expert team and sector partnerships, they deliver practical and innovative solutions to help organisations provide high-quality, person-centred care.

### **Hertfordshire Care Providers Association (HCPA) – open to all providers for an annual subscription fee**

HCPA provides care homes with access to safeguarding guidance, training, and resources to support safe, high quality adult social care: <https://www.hcpa.info/> HCPA provider hub - Email: [assistance@hcpa.co.uk](mailto:assistance@hcpa.co.uk) Tel: 01707 708108

### **Safeguarding**

To raise an adult Safeguarding concern please refer to the relevant Local Authority.

[Bedford Borough Council](#)

[Luton Borough Council](#)

[Central Bedfordshire Council](#)

[Milton Keynes Council](#)

## Medicines Information and Clinical Support

### **PrescQIPP**

Helps NHS organisations to improve medicines-related care to patients, through evidence-based resources, training and networks. There are many useful bulletins and webkits and a section dedicated to care homes. [We help NHS organisations to improve medicines-related care to patients](#), search care home in search function for all resources (free registration required for full access).

### **Specialist Pharmacist Service (SPS)**

The SPS provides clinical medicines advice for all primary care professionals. This website also contains the medicines supply tool giving you the latest information on supply issues, when it will be resolved and alternative products that are available (free registration required for full access). Please do not send any patient identifiable data (PID) to SPS.

[NHS SPS - Specialist Pharmacy Service – The first stop for professional medicines advice](#)

Phone: 0300 770 8564 (Mon–Fri, 9 am–5 pm) Email: [asksps.nhs@sps.direct](mailto:asksps.nhs@sps.direct)

### **British National Formulary (BNF)**

The BNF provides clear, up to date guidance on prescribing, dosing, interactions, and safety to support everyday clinical decision making. <https://bnf.nice.org.uk/>

### **Electronic Medicines Compendium (emc)**

Up-to-date database of manufacturer-approved SmPCs and patient information leaflets (free registration required for additional features). <https://www.medicines.org.uk/emc>

### **Reporting CD Incidents**

Incidents in care homes involving CDs must be reported to the Care Quality Commission (CQC) and to the regional NHS England Controlled Drug Accountable Officer (CDAO) via [www.cdreporting.co.uk](http://www.cdreporting.co.uk)  
To contact the NHSE CDAO Email: [england.ea-cdao@nhs.net](mailto:england.ea-cdao@nhs.net)

### **Digital Help**

General Proxy Support email: [hblict.informatics@nhs.net](mailto:hblict.informatics@nhs.net)

NHS.net - Connect (formerly NHSmail) email: [helpdesk@nhs.net](mailto:helpdesk@nhs.net) Telephone: 0333 200 1133

S1 Proxy or Digital Queries: [terry.wright6@nhs.net](mailto:terry.wright6@nhs.net)

eMAR guidance from CQC: [Electronic medicines administration records \(eMAR\) in adult social care - Care Quality Commission](#)