

## MEDICATION IN CARE HOMES TASK AND FINISH REVIEW GROUP

### FINAL REPORT

#### Introduction

This is the final report of the Medication in Care Homes Task and Finish Review Group, which was established by the Adults and Housing Scrutiny Committee to provide Members with an overview of medication and polypharmacy within those care homes with Agreements with this Council and the work currently being by undertaken in relation to aligning GP practices and care homes.

#### Background Information

The work of the Medication in Care Homes Task and Finish Review Group is part of a wider piece of work being undertaken in relation to Safeguarding Adults and work will continue into specific areas in relation to safeguarding over the next 12 months. The Medication in Care Homes Task and Finish Review was established by the Adults and Housing Scrutiny Committee with representatives of the Health and Partnerships Scrutiny Committee being invited to participate.

A draft Terms of Reference (**Appendix 1**) for the work in relation to Medication in care homes was developed and all Members of the Adults and Housing Scrutiny Committee and the Health and Partnerships Scrutiny Committee were invited to participate.

#### Membership of the Review Group

Although all Members of both the Adults and Housing and Health and Partnerships Scrutiny Committees were invited to participate in this review, the following Members undertook the visits and were in attendance at meetings :-

Councillor Crichlow  
Councillor Donoghue  
Councillor Harman  
Councillor Kelley  
Councillor Knowles  
Councillor Newall  
Councillor S. Richmond  
Councillor T. Richmond  
Councillor Mrs H. Scott

The Group was led by Councillor S. Richmond

## **Acknowledgements**

The Task and Finish Review Group acknowledges the support and assistance provided in the course of their investigations and would like to place on record its thanks to the following :-

Ann Workman – Assistant Director – Adults Social Care, Darlington Borough Council;  
Yvonne Hall – Service Manager Contracts and Quality – Darlington Borough Council;  
Angela Coates – Senior Contracts Officer, Darlington Borough Council;  
Susan Goat, Safeguarding Adults Lead Nurse, County Durham and Darlington Clinical Commissioning Group;  
Sue Moffatt, Care Quality Commission; Darlington and Tees Valley;  
Debbie Howe, Care Quality Commission, Darlington and Tees Valley;  
Barbara Nimmo, Medicines Optimisation Pharmacist; North of England Commissioning Support (NECS);  
Yvonne Mineham, Nurse Practitioner, Moorlands Surgery;  
Jayne Turner, Practice Manager, Blacketts Medical Practice; and  
Shirley Burton – Democratic Manager, Darlington Borough Council  
Aimee Lax, Support Officer, Darlington Borough Council

The Group would also like to thank the staff, residents and families of those care homes they visited.

## **Method of Investigation**

The Task and Finish Review Group met on three occasions between February and August, 2014 and the notes containing the discussions held at those meetings are attached (**Appendix 2**).

In addition to the meetings, Members undertook announced visits to the following care homes and completed a standard questionnaire (**Appendix 3**) by seeking views of staff, residents and their friends/families when possible :-

Willow Green	Councillors S. Richmond and Mrs H Scott
Wilton House	Councillors Harman and Newall
Rydal Care Home	Councillors Kelley and Donoghue
Lakeside Care Home	Councillors Harman and J. Taylor
Hundens Park	Councillors S.Richmond and Crichlow
St Williams	Councillors Knowles and Newall
Springfield	Councillors Knowles and J. Taylor
Riverside	Councillors S. Richmond and Newall

## **Documents Examined**

Darlington Borough Council – Residential Agreement for the Provision of Residential Care 2013-16 - Quality Standards – Standard 6

## **Findings**

### **Visits**

Following the initial announced visits, an analysis of the findings was compiled and is attached (**Appendix 4**). It is noted from the analysis that, overall, Members were confident that there was sufficient evidence to suggest that the ordering and administration of medication in those care homes visited was being correctly managed and there were examples of good practice within the homes visited, and that any issues which might occur in the future would be dealt with promptly and efficiently by Officers within the Contracts Team in liaison with other external/partners agencies.

Members did however, have some concerns in relation to Wilton House and noted that the Officers were aware of some of those concerns and requested an update on the current position in relation to that home to a subsequent meeting. This update was provided at the meeting held on 18<sup>th</sup> August, 2014, and Members were satisfied that good progress was being made against the Improvement Action Plan and that there were good management arrangements now in place at Wilton House.

### **Reporting of Medication issues/errors**

As part of the work, the Group were also made aware of a pilot which was taking place at that time whereby all care homes needed to report any medication issues/errors through the Multi-Agency Safeguarding Hub (MASH) to enable an accurate record of the numbers involved to be maintained. Again, an update on this pilot was given at the meeting held on 18<sup>th</sup> August, 2014 (**Appendix 2 refers**) and the outcome of that pilot was to be reported to the Assistant Director Adult Social Care. Linked to this, the Group were made aware of continued issues around the discharge of patients from hospital with the incorrect medication and requested the Health and Partnerships Scrutiny Committee, through the Quality Accounts of the County Durham and Darlington Foundation Trust, to look further into the issues around the discharge of patients with medication from hospital.

### **GP Alignment**

Arising from the work that was previously undertaken by the Nutrition in Care Homes Task and Finish Review Group, the Group was also kept informed of the progress of the GP alignment to care homes project. The Group felt that there was evidence to suggest that this project was working in those care homes which were aligned and recommended that the Darlington Clinical Commissioning Group continue to support and fund the scheme so that all care homes in Darlington were aligned. It also had evidence to suggest that savings could be made if there was better medication management in relation to medication ordering and again, requested the Darlington Clinical Commissioning Group to investigate this further with GP's

### **SystemOne**

The Group were also advised of the introduction of SystemOne, the electronic prescribing service together with the advantages and disadvantages of that service and how it operated within the care homes.

## **Outcome**

From the discussions which took place at the various meetings and the announced visits which took place as part of the methods of investigation, the Task and Finish Review concluded that, having considered the information supplied and obtained, they were confident that there was sufficient evidence to suggest that the ordering and administration of medication was being correctly managed and there were examples of good practice and that any issues which might occur in the future would be dealt with promptly and efficiently by Officers within the Contract Team in liaison with other external/partners agencies.

The Task and Finish Group agreed to conclude its findings, with the proviso that updates and monitoring as appropriate take place through the Adults and Housing Scrutiny Committee.

## **Recommendation**

That it be recommended to the Adults and Housing Scrutiny Committee that :-

(a) the thanks of this Task and Finish Review Group be conveyed to the Assistant Director – Adult Social Care, all the staff within the Council’s Contracts Team and the external partners for the support and advice given during this investigation;

(b) this Task and Finish Review Group is confident that there is sufficient evidence to suggest that the ordering and administration of medication in those care homes visited is being correctly managed and there are examples of good practice within the homes visited; and that any issues which might occur in the future would be dealt with promptly and efficiently by Officers within the Contracts Team in liaison with other external partners/agencies:

(c) that, in relation to Wilton House, this Task and Finish Review Group is satisfied that good progress is being made against the Improvement Action Plan and that there are good management arrangements now in place at WiltonHouse;

(d) there is evidence to suggest that this GP alignment to care homes project is working in those care homes where it is in place and requests the Darlington Clinical Commissioning Group to continue to support and fund this scheme so that all the care homes in Darlington are aligned to a practice;

(e) there is evidence to suggest that savings could be made if there was better medication management in relation to medication ordering and requests the Darlington Clinical Commissioning Group to investigate this further with the Darlington Clinical Commissioning Group; and

(f) in relation to the discharge of patients with medication from hospital, the Health and Partnerships Scrutiny Committee be requested, through the Quality Accounts of the County Durham and Darlington Foundation Trust, to look further into the issues around the discharge of patients with medication from hospital

## **Medication in Care Homes Task and Finish Review Group**