

Services to Care Homes

# Welcome to Davidsons

In 1897, Walter Davidson opened a pharmacy in Blairgowrie. Over the years since, Davidsons Chemists have grown to become Scotland's largest independent chain of pharmacies, with 26 branches across Grampian, Tayside and Fife.

Our founder's guiding principles of knowledge, professionalism and care for the patient made him a valued and valuable member of his community. These principles continue to inform our company ethos and we strive to ensure that our pharmacies remain as community based as they always have been.

Proud holders of Royal Warrants from both HM The Queen and HRH The Prince of Wales, we regard these prestigious awards to be in recognition of the quality of care and service we provide.

## Local

Care homes throughout the North East of Scotland benefit from the services provided by our local network of community pharmacies, backed up by dedicated support from our Head Office in Blairgowrie.

This personal service enables you to develop a strong working relationship with your local pharmacist and provide the optimum level of care for your clients.

**"Davidsons although a large company, retains a 'small local chemist' feel in the way it works with me to provide the best possible care for my residents."**

*Brenda Ironside, Manager  
Mossview Care Home*



## Supporting Patients in the Community

In each of our local communities, hundreds of patients trust us to provide them with a reliable service using our weekly compliance aid packs. If required, we are able to deliver these directly to patients' homes, providing valuable extra support to people who are often quite vulnerable.

With a patient's permission, we can take responsibility for arranging repeat prescriptions from their doctor's surgery on their behalf.

We understand the difficulties that many patients face and strive to improve their quality of life by doing what we can to help with their healthcare needs.



# Services to Care Homes

Our innovative and flexible approach to Care Home dispensing enables you to choose the most appropriate system for your home and your clients.

Our 2nd generation Monitored Dosage System is more hygienic and lighter to handle than traditional MDS systems. As it can be fully integrated with both 'original pack' dispensing and weekly compliance aid dispensing, this system allows you to offer a wider choice to your clients according to their needs and preferences.

## Prescription Collection

A complete service which helps you to maintain the smooth and efficient running of your care home.

We can arrange to collect your clients' prescriptions from their GPs' surgeries on your behalf. To comply with Care Commission guidelines, we will deliver the forms to your staff to be checked before dispensing.

## High Quality Records

When dealing with patients' health and medication, it is vital to maintain clear, legible records. Each of the dispensing methods we use can be supported by computer printed Medication Administration Record sheets (MAR sheets). Laser printing ensures that these records are always clear and easy to read.

The MAR sheets are easily modified, resulting in a flexible system which can be adapted to suit your particular care environment. We will also provide full training and support on every aspect of the record keeping system you choose.



## New Technology

It is our policy to continually invest in new technology to ensure that we are able to maintain our high standards of efficiency and remain at the forefront of pharmaceutical care.

The computer systems and software in each of our pharmacies are regularly updated to keep pace with modern developments and enable them to continue to support you in every way possible.

In addition, fully automated dispensing systems, which produce high quality MDS dispensing packs, have been installed to ensure that we are able to provide an easy to use, hygienic system which benefits both the patient and you, their care provider.

**"The service provision from Davidsons is first rate and nothing is too much trouble. The pharmacists are knowledgeable and always willing to help with any queries that the Homes may have."**

*Elizabeth Hillard & Margaret Brand  
Operations Managers  
Priority Care Group Ltd.*

# High Quality Training and Additional Support

Your goal is to provide your clients with the highest standard of care possible. We can help you achieve this by providing you and your staff with support and training in administration of medication.

Our pharmacists and the support staff at Head Office have gained extensive experience and knowledge over many years of working closely with care homes and vulnerable patients.

To supplement the required pharmacist visits, we can provide a comprehensive range of training courses for all staff. The training materials are constantly updated in line with current guidelines, enabling your staff to provide the most appropriate care to your clients.

We believe that maintaining close links with the Scottish Commission for the Regulation of Care (Care Commission) and supporting their principles is the best way to provide a high standard of care for clients. You can be sure that our training reflects the latest guidance from the Care Commission and from the Royal Pharmaceutical Society of Great Britain.

In addition, we will undertake regular comprehensive audits of medicine systems, and can provide support and advice on all aspects of medication administration.

This support is integral to our dispensing service and is provided free of charge to our care service providers.

**“It is quite refreshing in these days of ‘wall to wall’ threat of non compliance to receive excellent certificated training free, which enables our staff to understand and safely administer medication to vulnerable adults.”**

*Brenda Ironside, Manager  
Mossview Care Home*



## We can still support you!

Even if you are happy with the dispensing service you already use, you may feel that you, your staff and clients could benefit from the additional support we are able to offer.

You are always welcome to consult us about training, medication systems audits or any other service Davidsons Chemists provides.

We would also be happy to discuss any non-pharmaceutical supply needs your clients may have. We can provide toiletries, cosmetics and other personal care items and, where appropriate, we can deliver to your care establishment at your convenience.



# Medication Training

We provide training free of charge to every care home which uses our dispensing service.

The health of many care home residents is fragile and requires careful control of prescribed medication. To be effective, complex medication regimes demand a high level of care and skill from the people who administer them. In order to ensure that staff maintain high standards, care providers must ensure that they receive appropriate training in the administration of medicines.

Good quality training will benefit your care home in a number of ways:

- Your staff will be able to provide a superior service to your clients.
- Your staff will feel valued and appreciate the investment in their skills and development.

Improved staff retention rates will have significant benefits both for the care home and its residents.

Davidsons Chemists' training packages are regularly updated in line with the most recent guidance available from the Scottish Commission for the Regulation of Care and other official organisations. You can be sure that our training will keep your staff up-to-date with current best practice.

Our training packages are delivered by experienced pharmacists within your establishment at times which suit you and which enable the maximum number of staff to attend.



## What training can we provide?

*National Pharmacy Association (NPA)  
Accredited Training in Medicines in Care Homes*

This comprehensive training package covers all aspects of medicines and the use and administration of medication.

Davidsons Chemists has supplemented the NPA package with very specific guidance using materials provided by the Scottish Commission for the Regulation of Care and the Royal Pharmaceutical Society of Great Britain.

This enhanced package ensures that staff are fully aware of their responsibilities and how to deal with the medicines they administer.

The training programme takes half a day to deliver but this time can be flexibly arranged to assist home managers with staff planning.

Every staff member who takes this course receives an attendance certificate and there is an optional written assessment which is graded.

We understand the difficulties that many patients face and strive to improve their quality of life by doing what we can to help with their healthcare needs.



“Davidsons provide the reassurance that professionals have always got time to provide training, support and guidance to care home staff at any time .”

*Joanna Elson, Manager  
Praesmour House*

### Handling Medication in Social Care Settings

This in-depth one-day training programme has recently been produced by the Royal Pharmaceutical Society of Great Britain in collaboration with the Commission for Social Care Inspection and the Association for Real Change.

A structured programme, it includes group workshops and case studies to provide detailed training on all aspects of medication handling.

There is an optional external assessment, marked and graded by an ARC trainer and a certificate awarded at a cost of £12.50 per person.

**Before attempting this course, it is recommended that staff should have already completed the NPA training package outlined overleaf.**

### Additional Training

Davidsons Chemists are able to provide your staff with any training required by your individual care home. Our wealth of knowledge and experience enables us to tailor training programmes to your exact requirements.

We can produce short training courses on a variety of subjects from general Record Keeping to specific medical conditions such as Parkinson’s Disease.

These courses will keep your staff up-to-date with current best practice and keep them motivated to provide the optimum care to your clients.



## Already receiving a good quality Dispensing Service?

### We can still help...

Davidsons Chemists recognises that care homes often receive a good quality pharmaceutical service from their local pharmacy and have no wish to change their supplier.

However, we may be able to supply you with additional services which your local pharmacy cannot provide.

#### Training

Training is provided free of charge to care homes that use our dispensing services.

However, Davidsons Chemists can provide the same high quality training to any care home willing to invest in training.

Please see the separate insert for full details of the training we can provide.



#### Personal care items for clients

Your local Davidsons pharmacy is able to supply your clients with a wide range of personal care items.

Our order forms list over 150 items of toiletries, cosmetics and other goods. We can even supply gifts for special occasions.

Simply complete the form which can be posted, faxed or emailed to us and we will deliver the items to your home. You will be invoiced on a monthly basis and discounts are available for timely settlement.



“Davidsons enables us to confirm that our practice meets legal requirements, national care standards and our organisations policies and procedures.”

*Dorothy Gautier, Unit Manager  
Belmont Castle*

### Pharmacist Audits

An audit can help you to identify and prevent potential medication issues.

Davidsons Chemists use a unique 47-point checklist to audit every aspect of medicine management within your care home. Experienced pharmacists will carry out the audit and provide you with a copy of the detailed report and associated recommendations.

Regular audits will help to ensure that your home complies with current SCRC guidance on medication.

Section C1 - Medication Storage	YES	NO
Is the storage of external and internal medication separate, secure, supervised, and at an appropriate temperature (not more than 25°C for non-refrigerated items)? <i>(Note – temperature should be recorded on a daily basis)</i>		
Is storage of and self-administered medication correct and safe? <i>(Note – locked drawer or cupboard for each client)</i>		
Is the storage of any medication requiring storage in a fridge correct? <i>(Note – ONLY prescribed medication requiring storage in a fridge)</i>		
Is the fridge temperature checked EVERY DAY and RECORDED (minimum and maximum) (2°C to 8°C)?		
Are expiry dates checked regularly?		
Are controlled drugs stored correctly? <i>(Note - ONLY Controlled Drugs to be stored in a metal CD cabinet which is always locked)</i>		

*Sample of audit*

# Pharmaceutical Services for Clients in Care Homes

## Case Study

The support and training we give our clients' care homes is as important as our medication dispensing service. This high quality service helps staff to improve clients' clinical care and reduces the wastage of medicines.

In one care home, our pharmacist recognised that dispensed medicines were not always being administered correctly by the care home staff.

### The Task

The medical conditions of some care home clients were being compromised because of the incorrect administration of their medication. The care home management asked Davidsons Chemists to provide training and support to the staff to improve the quality of clinical care experienced by their clients.



### The Action

Our Care Services Manager assessed the situation with the care home management team and suggested a tailor-made package of training and audits.

Designed to complement the requirements of the Scottish Commission for the Regulation of Care, the training provided staff with the relevant skills to deal confidently with every stage of medication provision:

- Ordering prescriptions
- Checking prescriptions
- Communication with the pharmacy
- Communication with GP surgeries
- Administration of medication
- Record keeping

Two methods of auditing were suggested - a regular in-house audit using a specifically customised system, supported by external audits carried out by Davidsons' Care Services Manager.



“Davidsons have always provided us with a very reliable and efficient service. All queries are dealt with quickly and efficiently.”

*J Kermack, Manager  
Northlands*

### The Solution

By working with and supporting the care home team, Davidsons Chemists have helped to improve the clinical care of the care home clients and reduce the wastage of prescribed medication.

The progress demonstrated by the internal and external audits was confirmed by Care Commission officers who reported that medication systems within the care home had shown a marked improvement. Staff reported feeling more confident in dealing with medicines and more supported over any issues they had.

To complement these changes, the management of the care home arranged Medication Reviews for each of their clients, many of whom benefited from changes to their medication which enhanced their quality of life. Intensive support like this is unusual but it enabled this care home to make impressively rapid and sustainable improvements.

At Davidsons Chemists, we recognise that each care home is unique. Our dispensing service and support is tailored to match the exact requirements of each establishment to ensure your complete satisfaction.



# Pharmaceutical Services for Vulnerable Patients in the Community

## Case Study

Many people with progressive illnesses would prefer to stay in the comfort and familiarity of their own homes but find that complicated medicine regimes make this difficult.

One of our pharmacists was approached by a patient in this situation. He had been diagnosed with Parkinson's Disease and the increasing number of different medicines he needed was beginning to cause confusion for him with the result that his wife was spending more time dealing with his medication problems.

### The Task

The patient wanted to find a convenient solution which would enable him to continue to self-medicate. A carefully devised system which gave him more independence would give him a better quality of life, improve his health and enable him to stay at home for the foreseeable future.



### The Action

The community pharmacist gathered all the relevant information from the patient and arranged an assessment to determine the suitability of a weekly compliance aid. We then enlisted the support of the Practice Pharmacist at the patient's GP surgery. The patient gave Davidsons Chemists permission to order repeat prescriptions on his behalf and the GP practice agreed to ensure that monthly prescriptions were carefully aligned to coincide. Davidsons Chemists coordinated the service for repeat prescriptions and arranged a weekly delivery service for the patient's medication in a compliance aid.



“At Davidsons Chemists, we take pride in caring for our patients and providing support which goes beyond the dispensing of medication.”

*Angus McNicoll,  
Davidsons Care Services Manager*

### The Solution

Cooperation with other agencies is vital when providing pharmaceutical services for vulnerable patients in the community. In this case, the community pharmacist, the GP surgery and the practice pharmacist cooperated to provide a personalised service which enabled this patient to stay in his own home. His wife was able to spend more quality time with her husband without worrying about his medication. Davidsons Chemists were able to make a positive impact on this patient's health, peace of mind and quality of life.

At Davidsons Chemists, we take pride in caring for our patients and providing support which goes beyond the dispensing of medication. It is important for a patient's health and well being that they do not encounter unnecessary problems when taking their prescribed medication. We work with our clients to ensure that they derive the most effective benefits from their medicines.

