

## Job Description

**JOB TITLE:** Care Home Pharmacy Technician

**BAND:** Band 5

**BASE:** Blackpool Football Stadium

**LOCATION:** Fylde Coast

**RESPONSIBLE TO:** Ensuring the objectives of the Care Home Team workplan.

**ACCOUNTABLE TO:** Senior Pharmacy Technician Care Home Team

**DBS:**

### JOB SUMMARY:

To work as part of the Fylde Coast Pharmacy Care Homes Support Team, under the supervision and direction of the Care Homes Support Senior Pharmacy Technician. To respond to telephone and email requests from stakeholders, providing advice and guidance. To facilitate clinically effective, cost-effective, safe, and appropriate prescribing and medicines optimisation, relating to GP practices' patients who reside in care homes. To support quality medication administration visits to care homes to educate and improve standards. To support the ICB workplan in line with national aims

The post holder will directly communicate with and support Fylde Coast GP practices with care home residents, PCN's and the care home staff in delivery of these objectives.

### MAIN DUTIES/ RESPONSIBILITIES:

- Responding to telephone and email requests from various stakeholders.
- Providing advice and guidance on medicine administration and medicine related queries to various stakeholders
- Medication quality audits to promote safer medicine administration within Fylde Coast Care Homes.
- Producing well written supportive feedback reports for Care Homes
- To reduce medication related risk factors and avoidable hospital admissions.
- To conduct waste management audits within care homes and make suggestions of cost savings when appropriate in line with best value for the NHS.
- To provide education and expert pharmaceutical technical advice/support on medicine administration and optimisation to Care Home Staff.
- To provide support with Proxy access ordering.

- To develop effective networking and working relations with individual Care Homes, community pharmacies, PCN's and GP practices as part of the MDT.
- To promote the safe, effective, and high-quality, cost-effective use of medicines.
- To undertake risk management and ensure compliance with relevant medicines legislation (CQC and NICE Guidelines).
- To review and reconcile changes from secondary care or other organisations in partnership with the practices.
- To support Fylde Coast Pharmacy in care homes team core workplan including identified project work.
- To work and follow the Standard Operating Procedures set out by the team.

## **DUTIES AND RESPONSIBILITIES:**

### **Responsibilities for Patient Care**

- To reduce medication related risk factors and avoidable hospital admissions
- To review and reconciles changes from secondary care and other organisations in partnership with the practices.
- Contribute to improved patient outcomes through the appropriate use of medication. Provide advice to Care Home staff, care home residents or family members on all aspects of drug treatment (doses, monitoring, side effects, interactions etc.) referring to other members of the team if appropriate.
- Regularly respond to pharmaceutical queries from healthcare professionals, Care Home staff and members of the public which may be of an urgent and unpredictable nature, researching answers using the available resources where necessary.
- Influence patients to improve concordance with treatment to achieve better health outcomes and minimise waste medication ensuring barriers to understanding are overcome.
- Escalating potential safeguardings to a more senior member of the Pharmacy in care home team.

### **Education and Training**

- To provide advice on medicines optimisation to Care Home staff and Primary Care health professionals concerning the care or treatment of service users within a care home setting.
- To collate information to compile information sheets, newsletters, resource packs and prescribing advice for Care Home staff, Patients and Community Pharmacy staff
- To provide information on medicines optimisation to patients and the public.
- To capture learning and case studies to make future recommendations.
- To deliver education when required at educational events.

### **Planning and Organisation**

- Plan, manage and prioritise their own workload ensuring any deadlines are met.

- Contribute to the strategic planning of care home team projects, identifying interdependencies across projects/functions the potential impact on the wider team and organisation.
- To prioritise, plan and organise the level of support provided to individual care homes.
- Support the delivery of project plans, identifying risks, issues and dependencies, considering the best practice and current options.
- Be responsible for a high standard of work supporting the delivery and co-ordinations of projects on time, to quality standards in a cost-effective manner.
- Ensure the flexibility of the project if required to meet conflicting/changing requirements.
- Be aware of the wider issues within the NHS which will impact on the medicine's optimisation agenda.
- Support the development of protocols and operating procedures relating to the care home quality audits.
- Undertake research in medication optimisation issues, review evidence and ensure compliance with NICE and with other national standards.
- To act on own professional judgment and work on own initiative within professional boundaries and within national protocols and legislation.
- To work to an agreed timescales with limited supervision.

### **Partnership Working/Collaboration**

- To develop effective networking and working relations with the care home team, individual care homes, community pharmacies and GP practices.
- To liaise with local Community Pharmacies to ensure they are aware of medication changes and the work planned in local care homes.
- To provide a point of contact for Community Pharmacies and Care Homes on Medicines Management issues.
- To facilitate positive working relationships between the Primary Health Care Team, Secondary Health Care, Care Homes, and Community Pharmacists ensuring barriers to understanding are overcome.
- To work with members of the care home Pharmacist and care home team to develop and implement project data collection systems that will provide accurate and timely data.

### **Medicines Management**

- To undertake preparation required to enable care home team pharmacist to provide SMR, highlighting concerns and identifying those patients who would benefit from pharmaceutical intervention.
- To highlight prescribing concerns or medication queries to the care home team Senior Technician/ pharmacists, and tasking practice pharmacists where necessary.
- To keep up to date with current guidance concerning medicines use in care homes and product recalls. Identifying any issues that may ensue and work to address them.
- Take action to improve care home medicines systems, through producing best practice guidance and providing resources, together with supporting care homes to implement best practice guidance.
- To work as part of the multidisciplinary team within primary care, operating in a highly political and sensitive environment, responsible for advising and supporting Practice and Care Home staff on prescribing issues.

- To work with Care Homes to review ordering processes to ensure they do not lead to unnecessary waste of medicines and appliances, ensuring that relevant activity and outcome data is recorded and reported in an accurate and timely fashion.
- To work with Care Homes to review current prescribing to promote safe, evidence based, cost effective prescribing and to minimise wastage of medicines, appliances, oral nutritional supplements etc. Ensuring that relevant activity and outcome data is recorded and reported in an accurate and timely fashion.
- To work with Practices to improve systems and policy with regards to Care Homes
- To implement and monitor policies, guidelines, and protocols in line with local priorities, national directives, medicines legislation and professional ethics, advising on Care Homes systems and policy as necessary.
- To provide regular, timely reports to line-manager when required.
- Ensure that all prescribing advice/interventions/cost savings are recorded, and information accurately maintained.
- Propose changes to make recommendations for more effective delivery of the Pharmacy in care homes team service.
- Plan, manage and prioritise own workload ensuring all deadlines are met and complying with key performance indicators.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

#### **ABOUT THE TRUST AND WORKING WITHIN THE FYLDE COAST COMMUNITY:**

Blackpool Teaching Hospitals NHS Foundation Trust is situated on the west coast of Lancashire and offers a full range of district hospital services and community health services to a population of 1.6 million in Lancashire and South Cumbria.

This is an exciting time for the NHS across the Fylde Coast. We are at the cutting edge of developing new ways of delivering health services, with ambitious plans to integrate health and care across the area.

This role is an exciting opportunity to work with an established team of Pharmacists and a Senior Pharmacy Technician, to deliver a high quality, safe, educational, and cost-effective pharmacy service, that aligns national healthcare goals and objectives.

## **GENERAL REQUIREMENTS**

### **1. Quality**

Each member of staff is required to ensure that:

- a) The patient and customer are always put first;
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
- c) That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

### **2. Confidentiality**

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust Disciplinary Procedure and may result in dismissal.

### **3. Data Protection/Freedom of Information Acts**

Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

### **4. Health and Safety**

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

### **5. Equality & Diversity**

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

### **6. Working Time Directive**

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

## **7. Harassment & Bullying**

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

## **8. External Interests**

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in any doubt about a possible conflict of interest

## **9. Mandatory Training**

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

## **10. Flexibility**

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

## **11. Smoke-free Policy**

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

## **12. Safeguarding**

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who may be required to undertake Enhanced Disclosure via the DBS.

## **13. Sustainability**

The Trust will have positive and engaged staff who believe in the value of sustainability and are enabled to deliver it. We will be recognised as delivering excellent social value by our place-based partners. We will reduce our environmental impact, protect our natural environment, and ensure we deliver compassionate and sustainable healthcare. We will improve the health and wellbeing of all who live and work within the Fylde Coast communities we serve.