

# Information for patients and carers

## Homecare Medicines Services



## Why have I been given this leaflet?

You have been given this leaflet to help you understand how a homecare medicines service will work for you as you currently receive some or all your medicines from a homecare company or because your consultant feels that you may benefit from the services of a homecare medicines service.

## What is a homecare medicines service?

A homecare medicines service is the delivery of hospital prescribed medicines directly to your home or other appropriate location (for example your workplace) and is set up by a hospital prescriber and with your consent. Lancashire Teaching Hospitals NHS Foundation Trust will send your prescription to one of our trusted homecare providers who will dispense and deliver your medicines.

For some patients it may also involve some level of care administered by a healthcare professional taking place in your home. It will also explain your rights and responsibilities, in line with the NHS constitution principles.

The NHS Constitution can be found at:

<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

The homecare medicines service may also include:

- The delivery of ancillary items such as dressings, needles and syringes
- The delivery of equipment such as a pump or a fridge
- Nurse home visits to train you how to give yourself your medicine
- Regular nurse visits to give your medicine

Your hospital team is still fully responsible for the clinical aspects of your treatment. They will keep your GP up to date with any changes to your care.

## **Why do we provide medicines direct to your home?**

Homecare allows greater choice for patients as it provides you with the treatment you need in your own home without the need to go to a hospital or clinic.

Sometimes, homecare may help you return home sooner after a stay in hospital or, if you regularly need to attend outpatient clinics for repeat prescriptions, homecare will save you time by bringing your treatment directly to you at home.

You will be provided with information on how to take your medicine safely and side effects that you may experience.

## **How will a homecare medicines service benefit me?**

The service offers you convenience and control over your hospital medicines supply. Delivery of your medicines can be organised around your needs. You will not need to wait in the hospital pharmacy or travel back to hospital to collect your medicines. It is important that you still attend your regular hospital appointments whilst you are receiving home deliveries so that your health can continue to be monitored. Not attending your appointments could lead to your medicine deliveries being interrupted or stopped.

Repeat prescriptions can be automatically ordered by your clinician. You may also be able to have a nurse visit you at home rather than in hospital.

## **Who will provide my medicines/treatment?**

The service offers you convenience and control over your hospital medicines supply. Delivery of your medicines can be organised around your needs. The homecare providers we use are private companies who are registered to provide medicines and medical treatments. The provider we use will depend on which medicine or treatment you are receiving. Your clinical team at the hospital will contact the agreed homecare provider with your requirements and it is then the homecare provider's responsibility to provide your medicine and make the delivery arrangements.

## How will my medicines be delivered?

Deliveries are made by a homecare delivery driver in a van to your home. You can also arrange to have your medicines delivered to a different address (for example your place of work or a friend or relatives house).

The driver carries official identification which you can ask to see. You, or someone you know, will always need to sign for your medicine delivery. This ensures your medicines have arrived safely. This is a free service, and you will never be asked to pay for the delivery of your medication or provide any bank details.

## How do I get started?

The homecare service will be explained to you by either the hospital consultant or specialist nurse. You will then have the opportunity to ask any questions you have about the service, and you can expect the healthcare professional to answer as best they can. Every patient has the right to accept or refuse treatment. If you choose to accept the service, you will need to fill in the registration form and give your consent that you are happy to start homecare treatment. By doing this, you are agreeing to your medical information being shared with the homecare provider. They will only use this information to help provide your care. If, at any time, you decide you would like to withdraw from the service for any reason, you can do this by informing your specialist nurse or consultant.

You will be given contact details for your homecare provider, should you need to get in touch with them at any stage. You will also have details of who to contact in your clinical team, at the hospital or clinic.

## **What to expect from the homecare service**

When the homecare team delivers your medicine, you can expect to receive a discreet service and to be treated with dignity and respect. You may be able to arrange your medicines to be delivered to another address other than your home, for example your workplace or to a local pharmacy. If appropriate, this option will be offered to you by your homecare provider. In some instances, a member of your homecare team may need to enter your home in order for them to help you as much as possible, such as removal of waste medicines and any clinical waste.

Every patient can expect an explanation on why this is necessary and has the right to refuse entry to the team member. It is important you understand that the homecare team will only enter your home to help you. If you refuse them entry you could be left without the care you need.

Homecare staff will carry an identity badge to show who they are, you can expect to be shown this before letting them enter your home.

After you and your homecare provider have agreed when your medicines will be delivered, it is your responsibility to make sure you are at home and available to receive your medicine at the arranged date and time. Make sure you contact the homecare provider customer service team if something unexpected arises and you cannot be there to accept your medicines.

## **Your responsibilities for medicines held at home**

If you find that you are receiving more medicines than you need, or perhaps not enough, it is your responsibility to flag this to your homecare provider, usually by phoning the customer service team. If you have stock left when a new delivery arrives, you should check the older stock is still in date and use it before starting the new delivery- unless there have been changes in what you should take.

Some medicines require special storage, such as in a fridge, your homecare company will explain this to you and also explain your responsibilities. This may include checking the fridge is at the right temperature and reporting any problems.

Also, you must ensure that you:

- Attend your routine clinic appointments, blood tests or GP check-ups
- Make sure the hospital and homecare service have your contact details (phone number and email address if you have one)
- Make sure someone is around to accept the delivery
- Make sure you are at home when a homecare nurse is booked to visit you
- Tell your homecare service if you need to make any changes to your delivery date or your nurse visit
- Keep your medicines stored correctly and let your hospital team know about anything that has been stored the wrong way
- Check your delivery and tell your homecare provider if there is anything missing or not as expected

## Who to contact when

### **You should contact the homecare provider if:**

You have not received the welcome call in the expected time

- You would like to change the agreed delivery date / time / location
- You are running low on supplies and have not been contacted by the homecare provider to arrange a delivery
- Your delivery has not arrived when you expected
- You have any other query about your delivery or your nurse visit if you are expecting one

- You would like to make a complaint. If you prefer, you can also complain to the hospital pharmacy team

## **You should contact your hospital clinical team if:**

- You feel your condition is getting worse
- You want to discuss your condition and/or your treatment
- You experience an unexpected side effect
- You would like to discuss your Homecare medicines

## **You should contact your hospital pharmacy homecare team if:**

- You are unable to contact your homecare provider to arrange a delivery
- You still have concerns following discussion with your homecare provider
- You would like to make a formal complaint about your homecare provider, or your homecare provider has not resolved a complaint
- You want to change how you receive your medicines

## **Your guarantee of quality and confidentiality**

We take your personal security seriously and do not pass your personal details on to anyone else without your permission. The service provided by the homecare company is regularly reviewed and monitored by Lancashire Teaching Hospitals NHS Foundation Trust staff. The homecare provider is bound by the same rules as NHS staff in terms of the information they have access to The UK General Data Protection Regulation (GDPR). You can find all the information about how your personal data will be managed in our privacy notice which can be found here: <https://www.lancsteachinghospitals.nhs.uk/privacy-notice>

Your clinical team also have a responsibility to let your GP know which medicines you are being given.

## Is there anything else I need to know?

In order to provide you with this service, we will need some basic contact information from you, and we will pass a copy to the delivery company. This information you provide will be entered onto a secure database and paper copies securely stored.

The delivery company will use this information to make sure your medicines are delivered to the right address. For safety reasons all dispensing records will be held on a computerised patient medication records system. If any of your details change e.g. telephone number or address, it is essential that you pass this information to us.

## Complaints

If you feel you need to complain about any aspect of your homecare you should contact your homecare provider to begin with. The details of who to contact should be in your information pack.

You can also contact your clinical team or the hospital pharmacy homecare team **01772 524003** or your clinical team.

If you are still unhappy you can contact the patient advice and liaison service (PALS) to discuss. PALS are a patient friendly, easy to access, confidential service designed to provide a personal contact to assist patients, relatives and carers. They can offer on the spot advice and information if you have queries or difficulties. They will listen to your concerns and help you find ways of resolving them. For details of your nearest PALS office please contact:

**01772 522972** (Monday to Friday 9am – 4pm (excluding Bank Holidays)) or by email [pals@lthtr.nhs.uk](mailto:pals@lthtr.nhs.uk)

## If things go wrong

Homecare medicines services are of a high standard, but errors can occur. Any patient who believes an error has been made regarding their homecare has the right to voice their concerns. When you start on homecare you will be given information about what to do if this happens. If you would like to talk to someone you should contact your homecare provider. You may also need to contact your clinical team if



you are concerned about what to do. The homecare company and the NHS will want to learn from any errors so reporting them is important.

## Understanding your needs

You will have the opportunity to complete an annual satisfaction survey. This will enable you to voice your thoughts on the service you receive. The results of this survey will be used to develop the service to better meet the needs of our patients.

## Contact details

Should you require further advice or information please contact  
**Hospital Pharmacy Homecare Team : 01772 524003 or Email**  
[pharmacy.homecareteam@lthtr.nhs.uk](mailto:pharmacy.homecareteam@lthtr.nhs.uk)

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)  
[www.nhs.uk](http://www.nhs.uk)  
[www.accessable.co.uk](http://www.accessable.co.uk)  
[www.patient.co.uk](http://www.patient.co.uk)  
[www.lancsteachinghospitals.nhs.uk/veteran-aware](http://www.lancsteachinghospitals.nhs.uk/veteran-aware)

**Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.**

All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping

smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

**Please ask a member of staff if you would like help in understanding this information.**

**This information can be made available in large print, audio, Braille and in other languages.**

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

[patientexperienceandinvolve@LTHTR.nhs.uk](mailto:patientexperienceandinvolve@LTHTR.nhs.uk)

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**Division:** Diagnostics and Clinical Support

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