

Care Home Newsletter

Autumn 2020

Welcome

Welcome to the Autumn edition of our care home newsletter and our first as the BSW wide team. We will bring you items relating medicines use in care homes in each issue, please let us know if there is something specific you would like us to feature.

Firstly, I would like to give you an update on our Care Home team.

You may not have heard but during this pandemic we have had a merger between Bath and North East Somerset, Swindon and Wiltshire CCGs. This has been a great opportunity for us to work closer (albeit virtually!) together to improve our service to the care homes across the board. We will tell you a bit about each member of our team over the next few newsletters to gradually introduce us all. This month we are introducing the technicians.

Lisa Files is the Pharmacy Technician for all care homes in Swindon and support for Wiltshire. Lisa is here to support the care homes with stock ordering and issues, documentation, audit support, training and general medication queries including CQC visit support.

Sammy Carter is the Pharmacy Technician for Wiltshire care homes. She is currently in the process of setting up POD (Prescription Ordering Direct) for care homes in Wiltshire but is also available to offer general medication help and support to members of the care home team.

Leanne Smele is the Medicine Optimisation Technician for Care homes in BaNES. Leanne is here to support Care Homes with medication queries, processes/systems and the roll out of POD & T-CAMs (Transfer of Care Around Medicines – more about that in future issues!)

Claire House is a Pharmacy Technician for Care Homes in Bath & North East Somerset. Claire supports Care Homes with ordering processes; dosage amendments to MAR charts & prescriptions; liaising between GP, Community Pharmacy & the Care home, anything relating to medication & patient safety within care homes and has initially been supporting care homes within the Heart of Bath PCN. Soon to be involved with the setting up of BaNES Care Home POD.

Karen Vickery currently works as both a medicines optimisation technician in practices/CCG and as a care home technician covering the Minerva and Three Valleys PCNs. She trained at the Royal United Hospital in Bath and on qualifying worked there as a rotational technician for four years before transferring into primary care

Care sector Webinar

Reminder below of the care sector webinars taking place over the next few months, please listen in if you can.

Sessions:

These will be short and interactive sessions, using examples from Care homes and their teams, looking at best practice and evidence-based models, and using the time to share and problem solve as a group. Sessions will be 3 weekly, on Wednesdays from 2.00 to 2.45pm and hosted on Microsoft Teams.

How to join:

Simply use the link to Microsoft Teams here:

[Join Microsoft Teams Meeting](#)
[+44 113 486 0108](tel:+441134860108) United Kingdom, Leeds (Toll)
Conference ID: 906 394 576#

The same link works for each session

Any questions:

If you have ideas or experiences you would like to share, suggestions for future topics or any queries please contact england.swcovid19-hsc@nhs.net

Date	Topic
4 November	Embracing use of Digital Care and Communication
25 November	Proposal; Rehabilitation and Reablement; Ideas and approaches to restoring and/or maintaining independence and meaningful activity
16 December	To be determined by the group

Nhs.net mail sign on and queries

For information on signing up to NHS.net email and any other queries in relation to secure email for your care home please contact Samantha on the details below:

Email/Teams: samantha.clarke8@nhs.net

Care Homes: bswccg.digitalsocialcare@nhs.net

Telephone: 01793 987634

W: www.bswccg.nhs.uk

Use it or lose it!

Are you Keeping your NHS mail account active??

NHSMail is making a difference in enabling the secure sharing of information between GPs, Pharmacies, Hospitals and Social Care Services and Care Homes. We all need to have confidence that only the right people have access to information and so a regular process to check accounts is the right thing to do. However, there may be other good reasons why you are not using your account, perhaps the people you want to connect with are not yet ready to use NHSMail with you.

Having NHSMail also give you access to Microsoft Teams – quick and easy ways to work and connect virtually. This has already helped many to connect residents to families and enable remote consultations.

Let us know in your local team or Regional Team if you are having difficulties in accessing your account or making it work for you.

Are you not yet sharing information with your local services? If not, let us help you get connected!

Did you know by using NHSMail you can search the [directory](#) and find the email address of anyone using NHSMail? Its quick and easy to find your local GP Practice, Pharmacy or hospital team!

Hydration at Home - free e-learning for carers

We've worked with Hampshire County Council and Health Education England e-Learning for Healthcare (e-LfH) to develop [an e-learning programme](#) to increase knowledge and confidence in assessing an older person's hydration needs, and minimise the risk of poor hydration.

Aimed at any person working with older people in the community, including care home staff, home carers, family carers and volunteers, [the e-learning](#) builds on the information and skills already learnt.

The hydration e-learning programme is part of [the Hydration at Home toolkit](#) which includes resources for the general public, including a hydration leaflet and poster.

Older people (over 65 yrs) are at particular risk of dehydration and is a common cause of hospital admission. We're dedicated to ensuring older people receive the hydration they need.

For more information and to access these resources, [please go here.](#)

Increased fire risks from the use of emollient creams

Are staff aware about the increased fire risk hazard of emollients in bedding and nightwear, when exposed to naked flames (cigarettes and matches)?

When supporting people to use emollient creams, it is important to be aware of the risks. You might use emollient creams to help manage dry skin conditions such as eczema or psoriasis. If people using a paraffin-based emollient product cover it with a dressing or clothing, there's a danger that smoking or using a naked flame could cause these dressings or clothing to catch fire. There may also be reactions between emollients and fibres of dressings, clothing and items such as towels when used to carry out personal care.

Change and wash clothes and bedding

Change and wash your clothes and bedding frequently to reduce the build-up of skin cream. However, remember that whilst washing your clothing and bedding even at high temperatures might reduce the build-up, it does not remove it completely and the danger may remain.

Keep cream off furniture

Be careful to make sure the skin cream does not get onto the fabric of armchairs or other furniture, cushions and blankets. Be aware that the cream can transfer from your skin onto the fabric of furniture when you are sitting or lying on it.

<https://www.gov.uk/guidance/safe-use-of-emollient-skin-creams-to-treat-dry-skin-conditions>

Advice for healthcare professionals:

- emollients are an important and effective treatment for chronic dry skin conditions and people should continue to use these products. However, you must ensure patients and their carers understand the fire risk associated with the build-up of residue on clothing and bedding and can take action to minimise the risk
- when prescribing, recommending, dispensing, selling, or applying emollient products to patients, instruct them not to smoke or go near naked flames because clothing or fabric such as bedding or bandages that have been in contact with an emollient or emollient-treated skin can rapidly ignite
- there is a fire risk with all paraffin-containing emollients, regardless of paraffin concentration, and it also cannot be excluded with paraffin-free emollients. A similar risk may apply for other products which are applied to the skin over large body areas, or in large volumes for repeated use for more than a few days
- be aware that washing clothing or fabric at a high temperature may reduce emollient build-up but not totally remove it

<https://www.sps.nhs.uk/wp-content/uploads/2018/02/2007-NRLS-1028F-products-containing-paraffin-2007-11-V1.pdf>