


Innovation in Communities Young Carers and pharmacies –

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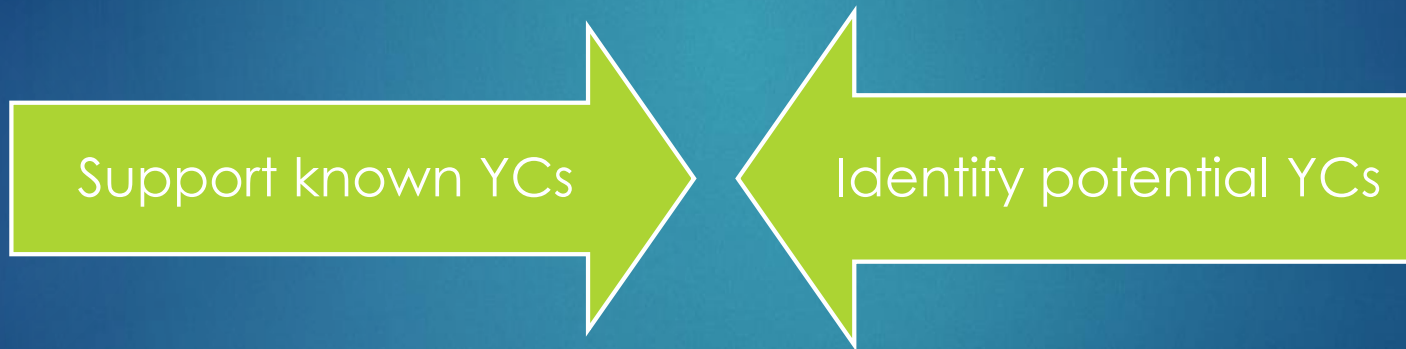
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- ▶ Background to the project
 - ▶ Why community pharmacies?
 - ▶ Legislation / guidance
 - ▶ Pilot project and training
 - ▶ Materials
 - ▶ Future work
 - ▶ Ideas to try out

Background

- ▶ Pilot project working with one pharmacy group in Salford
- ▶ 2 main aims of the pilot:



Why community pharmacies?

- ▶ As of 2012, there were 11,236 community pharmacies in England

(Pharmacy Magazine, 2014)

- ▶ Annually, there are 438 millions visits made to community pharmacies, more than to any NHS care setting

(Improving Health and Patient Care through Community Pharmacy – A Call To Action, December 2013)



Community pharmacies are well placed to potentially identify and signpost young carers to a local project.

They are also able to provide information and practical support in store to support young carers.

Potential benefits to YCs

- ▶ Be able to collect medication on behalf of the person they care for
- ▶ Be involved in Medicine Use Reviews
- ▶ Be offered the flu jab
- ▶ Support for their own health needs
- ▶ Offered information around the disability they care for
- ▶ Offered delivery / Venalink service
- ▶ REFERRAL/SIGNPOSTING TO LOCAL YC SERVICE


Legislation / guidance

Royal Pharmaceutical Society

Children collecting medicines from a pharmacy

- ▶ Pharmacists may be asked to supply dispensed medicines to a child for themselves, on behalf of another person, such as a parent, other relative or neighbour, or **for persons whom they care for** (this could be a parent or relative, etc).

The decision on whether a supply is appropriate will need to be dealt with on a **case by case basis** and will involve **considering the individual circumstances**. Sometimes there will not be a clear right or wrong decision, and different pharmacists on the same facts will make different choices. Whatever your decision, you should be prepared to justify this and make records of decisions where appropriate.

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- ▶ If in doubt, the following are some of the factors the pharmacist may want to consider
 - 1) **Knowledge of the child:** Is the child known to the pharmacy? What information is known?
 - 2) **Maturity of the child:** Is the pharmacist satisfied the child is capable and competent to understand the importance of the medicines they are collecting and are you satisfied there are no further concerns with them delivering the medicines
 - 3) **Nature of the medicine(s) supplied:** What are the medicines being collected? Is there any applicable misuse potential? Is the pharmacist confident the child will not misuse or tamper with the medicine?
 - 4) **Prior arrangement:** Does the child regularly collect medicines from the pharmacy? Is **the collection by the child pre-arranged by the patient?** For example an advance phone call by the patient or a letter of explanation.
 - 5) **Reason for collection:** Is there a persuasive reason behind why the child is collecting the medicine in the circumstances? **For example is collection on behalf of a patient who has mobility problems** is the child/young person a carer for the patient?

Consultation with YCs

July-August 2014 - Outcomes

YCs have not been asked if they are a carer even if they are with the person they care for

YCs and the person they care for are not being asked if they need support

YCs are either unsure whether they can collect medication OR are **not** able to collect medication

Consultation with pharmacists and pharmacy staff – July-August 2014 - outcomes

Lack of a clear signposting / referral pathway

Lack of confidence in identifying potential YCs

Greater awareness of support services required

Training

- ▶ Two hour session
- ▶ Awareness raising of Carers generally but including a specific focus on YCs
- ▶ Case studies
- ▶ **Discussion as to how staff may raise Young Carers' issues with individuals**
- ▶ **Introduction of materials – 'prescription agreement', referral pathways, Carers' Centre info**
- ▶ Introduced the idea of a 'Carer Champion' in branch

Activity 2b - How can you identify young carers? - Suggested responses

▶ **Look for clues:**

- has a young person brought a prescription, collected medicines or asked for advice or over the counter medicines on behalf of someone else?
- do they bring someone with them into the pharmacy regularly?
- do they come on their own?
- do they come at a particular time of day, may be before or after school?

▶ **The young carer may tell you:**

- they are picking up medicines for someone else, maybe a parent
- very little! They may not want to draw attention to their situation
- they are looking after someone

'Prescription Agreement'

- ▶ Decision taken by Salford Young Carers against use of ID Card
- ▶ Agreement between pharmacy and family
- ▶ We support the agreement by asking at assessment / review if this is what they would like to see happening
- ▶ **Promote home delivery of medication where possible**

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	Carer	Person being cared for
Name	~[Title] ~[Forename] ~[Surname]	~[Title] ~[Forename] ~[Surname]
Address and Postcode	~[Patient Address Block]	~[Patient Address Block]
Telephone Number	~[Telephone Number] ~[Mobile]	~[Telephone Number] ~[Mobile]
DOB	~[Date Of Birth]	~[Date Of Birth]
	I give permission for the above named Carer to collect my medication from the pharmacy detailed in the opposite box.	Name and address of pharmacy
Signed		
Print		
Date		

Please choose an option:

1. Where possible I would like to use the delivery service and give permission for the above named carer to collect my medication when necessary.
2. I would rather not use the delivery service.

Review date of arrangement, 12 months from signature date.....

Referral pathways

Referral date	
Carer name	
Date of birth	
Address	
NHS number if known	
Contact number	
Carer has requested an information pack	
Carer has requested telephone contact by Carers Centre	
Does Carer wish GP to be notified of their carer status?	
GP Practice	

Poster

Poster - Pharmacy supporting Young Carers - 2 - Microsoft Word

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This pharmacy is committed to supporting young carers

We can organise for medication to be delivered

We can organise for medication to be

We can set up an authorisation process so

We can organise for

We can help you with your own health

We can refer you to your local Young Carers' Project for support

We can include you in Medicine Use Reviews

We can help you to find support for the person you look after. This could make

We can offer you a quiet and confidential

We can answer any questions you may

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Future work

- ▶ Visits to pharmacies by YCs
- ▶ Pharmacy staff visiting YC groups
- ▶ Extend training delivered to pharmacy teams
- ▶ Involve YCs in Medicine Usage Reviews
- ▶ Develop role of Carer Champion within pharmacies
- ▶ Training for YCs in safe use/disposal of medicines etc
- ▶ Keep pharmacy staff informed of developments via newsletters / twitter feed / bulletins etc

Immediate gains!

- ▶ Ask YCs which pharmacies they use and what their experiences are → starting point!
- ▶ Is a local (adult) carers' centre working with pharmacies?
- ▶ Are there any GP practices with attached pharmacies you have good relationships with?
- ▶ Contact your community pharmacy and ask if they would like training (flexibility is key!)
- ▶ Contact LPC (Local Pharmaceutical Committee)
(<http://www.lpc-online.org.uk/> to find your LPC)
- ▶ Send newsletter or bulletin regularly
- ▶ Ask if you can display poster or leaflet with your YC service information
- ▶ Ask if you can have a stall during carers' week

