

# Homecare medicines charter

## Patient information leaflet

**If you need this leaflet in a different language or accessible format  
please speak to a member of staff who can arrange it for you.**

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،  
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie,  
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,  
vă rog să discutați cu un membru al personalului să se ocupe  
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق  
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

## What is this booklet for?

The aim of this booklet (also known as patient charter) is to give you extra information about the homecare services. This booklet will explain the process for referral to the service and what you can expect if you are new to homecare. It will also explain to you your rights and responsibilities, in line with the principles of the NHS Constitution.

The NHS constitution can be found at:

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

## Introduction

If appropriate, you may be provided with a homecare service for your hospital prescribed medicines. This will mean your prescribed medicines are delivered directly to your home. This is called a homecare service. This service is delivered by a private company, known as the homecare provider, working with the NHS. For some patients, this service may also involve care taking place in your home such as medicines being given by a nurse.

For this service to be delivered safely and effectively, your clinical team will work with the pharmacy homecare team and the homecare provider.

## How can pharmacy homecare help me?

The homecare service helps to give you the treatment you need in your own home, without the need to go to a hospital or clinic. If you have had a stay in the hospital, a homecare service can often help you return home sooner. It can also help you to be independent and give you more personal control over managing your medicines.

If you regularly go to outpatient appointments and day units for repeat prescriptions, then homecare will save you time by bringing your treatment directly to you at home. This may be easier for you and it also helps the NHS to free up appointments and hospital beds. This means we can care for more people.

## **What choices can I make about the service?**

You will have the chance to talk about how the homecare service will work for you. You have the right to ask for your medicines or medical treatments to be delivered on a date and time that is best for you.

If you need more than 1 prescribed medicine the provider will do their best to get you everything you need in 1 delivery, if they can.

Your homecare provider is responsible for making your care arrangements. You can expect them to do their best to meet your needs where possible. If your needs cannot be met, they should explain the reason to you. You can talk about this, and any other problems, with your clinical team if you want to.

## **Setting up homecare arrangements**

The role of patients in setting up the service—the 'right' to be engaged.

Patient experiences and feedback are used when setting up new services and choosing providers. We regularly ask for feedback from patients on their homecare service. This may be through surveys from the trust or from your homecare provider. We welcome all feedback from patients at any time. This helps us and the homecare provider to improve the quality of the service. This also helps us identify good service.

## **What can my hospital team and GP help me with?**

The hospital staff such as doctors, nurses and pharmacists, as well as other members of the team, will make sure the homecare medicine services meet your needs. They will also let your GP know which medicines you are being given through the homecare service. You have the right to refuse consent for the sharing of this information with your GP. The risks of not giving your consent will be explained by your hospital healthcare professional.

## **Starting your homecare medicines**

This section of the booklet will explain what will happen when you are referred to the homecare service.

## **Is homecare right for me?**

You will speak with a healthcare professional who will give you information about the homecare service. You will have the chance to ask the professional any questions you have. Every patient is entitled to this and has the right to accept or refuse treatment. You can take information away, or ask for it in a different format.

## **Consent to start homecare treatment**

After being consulted, you will need to consent verbally to start homecare treatment.

Your consent will be documented in your medical records. You will be required to fill out necessary forms to register for homecare. This is consent for us to refer you to the homecare service. You have the right to stop giving consent for the homecare service at any time, by contacting the clinical team. If you stop giving consent, the homecare service will stop. By giving consent you are agreeing to your medical information being shared with trusted private companies, such as a homecare provider. They will only use the information to help provide that care.

## **Registering for homecare**

After you have decided to have the homecare service, a healthcare professional will fill out the referral paperwork to register you for the service. This paperwork will include what you need from the homecare company and your contact details. Please give the most up-to-date contact information. This form and your prescription will be sent to the hospital's pharmacy homecare team who will send them securely to the homecare provider.

The homecare provider will use the referral form to register you onto their system. They will contact you to arrange the first delivery. They will use the prescription to dispense your medicine and then make the delivery. For some medicines, they may also make arrangements for a nurse appointment.

## **First contact with the homecare company**

### **Homecare provider information pack**

You will be given information from your new homecare provider about the homecare service. This is usually a welcome booklet or similar. This may be sent by post or with your first delivery.

The booklet will have contact numbers and general information about your homecare provider. This will also have information on how to make a complaint or tell them about any concerns you have.

## **Information about your medicines**

You will also get information about your medicines. This will include advice on how to take your medicine safely. This information may be given to you by the clinic you are seen in, or by the homecare provider.

All patients can contact their homecare provider at any point if they have any questions. Contact details can be found in the welcome booklet.

## Getting your home ready for the service

For you to get the best service possible, you may need to make very small changes at home. This could be making space for a small fridge for the storage of medication or space for equipment and items such as dressings or syringes. This will depend on your treatment needs, and you will be advised about this by your homecare provider when they first contact you. At this stage, you will be contacted by your new homecare provider's customer service team.

## The role of customer service

When your homecare provider contacts you, they will give you all the information you need on how their service will work for you.

You should ask as many questions as you need to and the provider will answer as best as they can.

You can contact the customer services team at any point. Their contact details can be found in the welcome booklet or on their website. You can contact customer services to arrange your deliveries and visits.

## Nursing services

You may need a nurse to visit you at your home, to show you how to take your injectable medicines or how to give your medicines or related care. These visits will be booked in advance to suit your availability. You may get a reminder call or text before the visit. If you need to cancel or change the time of your visit, please contact the customer care team as soon as possible.

Any nurse that visits you will be a fully qualified and registered professional. They will have identification.

## Deliveries

This section of the booklet will explain what happens when your medicines are delivered to you. Some providers now have options to book deliveries on apps or their websites.

### What happens when my medicines are delivered?

You will get a confidential service and will be treated with respect and dignity. For example, vans making deliveries will not have information on them that will show you are getting homecare. Each member of the provider's homecare team who delivers your medicines will be fully DBS checked.

Deliveries may also be made by couriers or postal services arranged by the homecare provider.

Standard deliveries are Monday to Friday within working hours. This is usually between 9am-5pm but working hours may vary between homecare providers.

Some providers may offer late or Saturday mornings as part of their standard delivery service. Outside of these times or days deliveries may not be possible.

Deliveries will not be made without your consent. A signature will be needed for each delivery, given by yourself or someone you have chosen to sign for you.

Where possible you should sign for your own medicines, if this is not possible, you can choose someone to sign for your medicines for you. This person must be an adult.

Sometimes your homecare provider may need to make changes to the normal delivery, or other parts of your service. The homecare provider will contact you if this is the case. It is your responsibility to arrange with the homecare provider any adjustments to make sure you carry on getting your treatment.

## Where can my medicines be delivered to?

You may be able to have your medicines delivered to an address other than your home: for example, your workplace. If this option is available, it will be offered to you by your homecare provider.

## Access to your home

Sometimes, a member of your homecare provider's team may need to enter your home. It should be explained to you why they need to do this. You have the right to refuse entry to the team member.

It is important you understand that the provider's homecare team will only enter your home to help you. If you refuse them entry you could be left without the care you need.

The staff will carry an identity badge to show who they are. You should ask them to show this to you before you let them enter your home.

## How will I get my medicines and how should they be stored at home?

This section will explain your responsibilities, for getting and storing your medicines and planning for holidays.

If you are getting more deliveries than you need, or not enough, tell your homecare provider by phoning the customer service team. If you have stock of your medicines left when a new delivery arrives check the older stock of medicines is still in date and use it first, unless there have been changes in what you should take.

Some medicines need special storage, such as being kept in a fridge. Your homecare company will explain this to you. It is your responsibility to store medication correctly. This may include checking the fridge is at the right temperature. Any problems should be reported as soon as possible to the homecare provider.

## Making sure you are available

You need to make sure you can be contacted so deliveries and services, such as nurse visits, can be arranged and updates can be sent to you.

If your contact number or delivery address details have changed, you need to tell your homecare company and your clinical team as soon as possible.

The homecare provider will agree with you when your medicines will be delivered. It is your responsibility to make sure you are available for your medicine to be delivered at the arranged date and time. Make sure you contact the homecare provider customer service team if something unexpected happens and you cannot be there to accept your medicines.

## Going on holiday

If you are planning a holiday it is important you contact your homecare provider and clinic as soon as possible. You may need to change your medicine's delivery dates or quantities to allow for your trip. You may need advice on storing or travelling with your medicine whilst abroad.

You may also need to be given important paperwork for the trip. Most homecare providers are able to deliver your homecare service to another UK address. Please check before you book.

## How will I start treatment and be monitored during my treatment?

This section has important information to make sure you get the most benefit from your prescribed homecare treatment and reduce unwanted effects.

## Other medication

If you are currently taking any other medication please tell your clinical team before starting your new homecare therapy. This will include herbal, over the counter medicines and recreational drugs.

Please tell your clinical team when this medication is stopped or changed. If you are planning to have any vaccines please tell your clinical team before you have them, to make sure they are safe to have with your medication.

## Monitoring

You may be asked to come to the clinic regularly or to have blood tests or other procedures done. It is your responsibility to make sure you go to all your appointments and have any tests you need. You will be told which tests you need to have and how often by the clinic.

Delays in having your tests or appointments may delay the processing of your next prescription. This could mean you miss doses of your medication.



## **Taking your medicines regularly**

Once you have started taking your medicines it is important you follow the instructions you have been given. Take them regularly or as instructed. Doing this will mean you will get the expected benefits and avoid waste. If you find you have problems or concerns about your medicines you should talk to your clinical team.

If a member of your homecare team has any concerns about your treatment they have a responsibility to share this with your clinical team. This would only be to ensure you are benefiting from the best treatment possible.

## **Complaints, compliments and feedback**

Please feel free to feedback on any part of the service including parts that went well. This helps the hospital and the provider to continue to improve the service you get. The contact information for the Pharmacy Homecare Team can be found at the end of this booklet. The contact information for your clinical team can be found on a recent clinic letter.

## **What can I do if things go wrong?**

If you need to make a complaint about any part of your homecare service you should contact your homecare provider first. The details of who to contact should be in your information pack or welcome booklet. Homecare companies must pass on any concerns you have to your clinical team. You can also contact your clinical team or the Pharmacy Homecare team at the hospital. Every patient has the right to comment on the service they get and to receive a reasonable response.

Homecare medicines services are of a high standard but errors can happen. Any patient who believes an error has been made has the right to give feedback about their concerns. When you start on the homecare service you will be given information about what to do if this happens.

The homecare company and the NHS will want to learn from any errors so reporting them is important.

## **The feedback survey and questionnaire**

Every patient will be asked for feedback on their homecare experience. This will be a chance for you to tell us what you think of the service you have had. This will usually be at least once each year. It would be greatly appreciated if you are able to help by giving feedback.

What you say in this feedback will help the homecare company, your hospital and the manufacturer improve the service.

## Contact details for different issues

- For questions about your medication deliveries, storage or other service issues please contact your homecare provider. You will find their contact details on the welcome booklet they give you.
- For questions about your nursing service, please contact your homecare provider or the nursing provider.
- For advice on your condition and its treatment, clinic appointments, monitoring and tests, please contact your clinical team.
- For general questions about the service or if you want to speak with a member of the pharmacy homecare team please contact them on:

Pharmacy homecare team — Whiston & St Helens sites  
Telephone: 0151 676 5275

Pharmacy homecare team — Southport & Ormskirk sites  
Telephone: 01704 704 164

Whiston Hospital  
Warrington Road,  
Prescot,  
Merseyside,  
L35 5DR  
Telephone:  
0151 426 1600

St Helens Hospital  
Marshall's Cross Road,  
St Helens,  
Merseyside,  
WA9 3DA  
Telephone:  
01744 26633

Southport Hospital  
Town Lane,  
Southport,  
PR8 6PN  
Telephone:  
01704 547 471

Ormskirk Hospital  
Wigan Road,  
Ormskirk,  
Lancashire  
L39 2AZ  
Telephone:  
01695 577 111