

**JOB TITLE: Medicines Management Facilitator (Community Services)**

**Band: 5**

**JOB OVERVIEW:**

- The Medicines Management Facilitator (Community Services) will join an integrated, multidisciplinary community resource team to deliver medicines management support and education linked to care in domiciliary and intermediate settings. This will contribute to improving patient outcomes and minimising harm, which may lead to unscheduled care and admissions.

**Responsible to:**

**Reporting:**

Medicines Management Lead Technician

**Accountable:**

Head of Pharmacy and Medicines Management

**Professionally:**

Head of Pharmacy and  
Medicines Management

**Main Duties of the Job**

- Through collaboration with a range of health and social care professionals, the post holder will assess medicines management requirements and enable patients (service users/clients) to manage their own medicines at home, or otherwise facilitate appropriate support, contributing to the training staff involved. Promoting independence and improving support for the frail elderly on multiple medicines will be key, along with involvement in discharge planning.

## Main Responsibilities

### Communication

Work effectively across multidisciplinary and multi-agency boundaries.

Liaise with GP practices, community pharmacies, the local authority, private providers and community resource teams on relevant medicines management issues and services.

Support the multidisciplinary team in the coordination, planning and effective delivery of care packages concerning medicines management on discharge and across domiciliary/intermediate care settings.

Work proactively to minimise delayed transfers of care or hospital admission due to poor medicines management.

Work closely with and provide support to medicines management teams supporting community services across ABM, including cross cover where appropriate.

Link in with senior clinical colleagues and/or medicines management team for clinical advice and support as appropriate.

Liaise with community pharmacies regarding the provision of medicines administration charts, compliance aids, medication reviews etc.

Link with district nurses, GP practices or anticoagulation clinics to ensure appropriate information and systems are in place to enable safe administration of warfarin.

Demonstrate a high level of counselling interpersonal and communication skills, when giving information to patients/carers.

Demonstrate a high level of interpersonal and communication skills when dealing with distressing and challenging behaviour.

Participate in multidisciplinary team meetings, contributing to decisions with regard to patient's care and family support.

Contribute to the discharge process by communicating the medicines discharge requirements of patients within sphere of responsibility.

Demonstrate and explain how to use inhalers, eye drops etc. to individuals and care workers

### **Leadership, Management & Training**

Deliver systematic training and competency programmes in all aspects of medicines management in domiciliary/intermediate care for care workers and managers.

Contribute to the development of the designated trainer and competency scheme for medicines management in domiciliary/intermediate care across public and private providers.

Aid in the development, implementation and evaluation of the established training programme for care staff and managers with respect to medicines management.

Provide training for other professionals across agencies and primary, intermediate and secondary care e.g. pharmacists, community and ward nurses, social workers, therapists etc.

Provide education to patients and their carers with regard to medicines management, including their storage, ordering, administration and identification of potential problems such as side effects.

Ensure up to date knowledge of medicines management issues in close collaboration with prescribing and medicines management teams.

Responsible for personal development and education including statutory, mandatory, and in-service training. Maintain a professional portfolio for Continuous Professional Development.

### **Planning & Organisational Duties**

Post holder will be responsible for delegating tasks to HCSWs providing supervision throughout. The post holder will need to plan and organise training on the MAR scheme e.g. to care workers, community pharmacies and social workers. Be in charge of their own caseload

Planning and organising home visits to assess individuals plus working as a MDT

Together with the patients, the post holder will plan and organise any interventions to support them managing their medications independently.

### **Clinical and Patient Focused Care**

Use specialist knowledge to work across Health and Social Care to improve medicines management, promote independence and improve care outcomes for people requiring support in their own homes.

Undertake individual assessments of patients and identify their medicines management needs. Ensure effective liaison with colleagues across health and social care to establish a suitable level of assistance, supporting more generic staff in the delivery of this assistance.

Manage a defined caseload of patients with medicines management needs within the domiciliary/intermediate care setting using evidence based/patient centred principles to assess, plan, implement and evaluate interventions in their medicines management, maintaining associated records in line with local standards.

Audit/measure medicines to assess concordance with medicines usage where appropriate i.e. series of medicines counts.

Where appropriate (and within competency), provide advice on changes to medicines regimes, dosage, formulations etc

Demonstrate a sound understanding of the needs of frail, older and disabled people and promote their independence with regards to medicines management, advising on aids to independence as appropriate.

Promote patients, families/carers involvement in the assessment, planning and evaluation of medicines management services.

Provide information, advice and support to families and carers with regards to medicines management needs and services.

Monitor progress and ensure effectiveness of interventions and record outcomes for all patients on caseload.

Adopt a proactive approach to identifying situations where an individual may be vulnerable or have particular needs e.g. patients with dementia.

Report any child protection and vulnerable adult concerns using the appropriate public protection procedures.

Respect the dignity, individuality, values, cultural and religious diversity of patients and contribute to the provision of a service sensitive to these needs.

Responsible for delegating tasks to HCSWs providing supervision throughout. The post holder will need to plan and organise training on the MAR scheme e.g to care workers, community pharmacies and social workers. Be in charge of their own caseload -

Planning and organising home visits to assess individuals and working as a MDT

Together with the patients, the post holder will plan and organise any interventions to support them managing their medications independently.

The post holder may undertake medication counts - Audit/measure medicines to assess concordance with medicines usage where appropriate i.e. series of medicines counts.

Undertake medicines reconciliations document individual reviews on Information systems across health and social care. Maintaining training records.

demonstrate and explain how to use inhalers, eye drops etc to individuals and care workers

Schedules meetings to fit with other standing diary commitments, prepares care plan to ensure the delivery of effective patient care or e.g. maintains patient records to ensure information is accurate and up to date for future reference and complies with the Data Protection Act

## **Finance and Budget**

Identify opportunities to minimise cost of care packages through medicines management interventions.

Identify opportunities to improve the quality and cost effectiveness of prescribing in collaboration with patient's doctor and pharmacist.

Maximise the use of available resources to the benefit of patient care within individually resourced financial / care packages

### **Improvement, Monitoring, Policy/Service Development**

Contribute to the development of strategies to support improvements in medicines management in the domiciliary/intermediate care setting, with the aim of reducing risk, improving quality and promoting cost effective prescribing.

Ensure appropriate reporting of and learning from incidents.

Undertake effective auditable monitoring systems, improving the standards of medicines management in domiciliary/intermediate care.

Maintain effective records, adhering to all relevant guidelines for record keeping.

Demonstrate the ability to acknowledge limitations in own practice and seek help to develop professional competence/practice.

Demonstrate the ability to balance professional issues such as confidentiality and duty of care in a multidisciplinary setting in order to work effectively.

Awareness of innovations and developments in medicines management and its application to practice.

Participate in local project teams to develop or improve service provision and raise the profile of medicines management issues.

Attend meetings and contribute to the personal and professional growth of domiciliary/intermediate care medicines management services, issues and guidelines/policies.

Demonstrate a sound awareness of other agencies' policies and guidelines, which impact on area of work.

Contribute to monitoring the community pharmacy local enhanced service for medicines management support to

domiciliary care.

Identify opportunities to maximise benefits and effectiveness of new information, information technologies, telehealth innovations etc.

### **Digital and Information**

Skills for standard keyboard use is required – documenting individuals reviews on Information systems across health and social care.

Maintaining training records.

### **Research Development. Evaluation & Audit**

Audit/measure medicines to assess concordance with medicines usage where appropriate i.e. series of medicines counts.

Undertake medicines reconciliations

Essential Qualifications & Knowledge	Desirable	Essential Experience	Desirable
<p>Registered with relevant professional body</p> <p>Specialist knowledge acquired through health related qualification such as BTEC science (pharmaceutical) Registered Pharmacy Technician, equivalent level qualification plus specialist training and experience to degree or equivalent level</p> <p>Knowledge and evidence of Professional requirement for on-going Continuing Professional Development to maintain knowledge and expertise</p>	<p>Further post graduate management or clinical qualification</p>	<p>Post qualification experience</p> <p>Experience of facilitating change to improve clinical practice</p> <p>Experience and good working knowledge of clinical audit</p>	
Essential Aptitude and abilities	Desirable	Other	
<p><b>Can demonstrate SBU values</b></p> <p>Ability to define, collate, analyse and interpret data in a timely manner to solve complex problems and plan effectively, and to motivate people and facilitate change</p> <p>Ability to provide medicines related information to a range of health professionals, managers, social workers, professional carers, and other health care staff, overcoming potential barriers to understanding</p> <p>Ability to provide medicines related information patients and relatives, requiring well-developed empathic and re-assurance skills</p> <p>Effective interpersonal, communication (both written and oral), presentation and influencing skills</p>	<p>Welsh Speaker (Level 1)</p>	<p>Ability to travel within geographical area.</p> <p>Able to work hours flexibly.</p> <p>Ability to deal with occasional emotionally distressing situations such as counselling patients regarding their medicines or complaints with difficult situations and potential conflicts</p> <p>Ability to work independently and effectively with a high degree of motivation for long periods and manage own unpredictable workload</p> <p>Ability to utilise information technology, including Word, spreadsheets and PowerPoint</p>	



