If things go wrong

*Homecare medicines services are of a high standard but errors can occur. If you think something has gone wrong, you should contact your homecare provider. The details of who to contact should be in your information pack. You may also need to contact your hospital / clinical team if you are concerned about what to do.*

*Any patient who believes an error has been made regarding their homecare has the right to voice their concerns. The homecare company and the NHS will want to learn from any errors so reporting them is important.*

* *How to register a complaint*

*If you feel you need to complain formally 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 the hospital or your clinical team. Every patient has the right to comment on the service they receive.*

*Homecare companies have a responsibility to pass on any concerns you have to your clinical team.*

Patient feedback

*Every patient will, at some stage, be asked for feedback on their homecare experience. This will usually be at least once each year.*

*This will be an opportunity for you to voice your thoughts on the service you receive. Your comments will give your hospital, the homecare company and the manufacturer the information they need to improve their service for all homecare patients. So, we would be grateful if you would help by providing feedback if you can.*



**Patients’ Homecare Medicines Charter**

6

Contents:

The purpose of this charter 1

The role of homecare in medicines provision 1

What you can expect: 1

* How homecare services are set up 2
* The role of patients in setting up services 2
* The responsibilities of the hospital team and your GP 2
* Information on how homecare will work for you 2

How deliveries will be made: 3

* Access to home 4
* Responsibility to be available 4
* Receipt of delivery 4

Responsibility for medicines held at home 5

Nursing services 5

Patient education 5

Taking your medicines regularly 5

If things go wrong: 6

* How to register a complaint 6

Patient feedback 6

Responsibility for medicines held at home

*If you find that you are receiving more deliveries than you need, or perhaps not enough, it is your responsibility to communicate 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.*

Nursing services

*For some, it may be necessary for a nurse to visit you at your home to administer your medicines or provide related care.*

*Any patient who is visited by a nurse can expect them to a fully qualified and registered professional. It is your responsibility to accommodate them in order to help them to complete their job properly.*

**Patient education**

*Every patient can expect to receive thorough information and advice on how to take homecare medicines safely, including written information to refer to.*

*All patients are welcome to contact their homecare provider or clinical team at any point if they have any queries.*

Taking your medicines regularly

*Once you have started taking your medicines, it is important you follow the instructions given and take them regularly in order to get the expected benefits. If you find you have problems or concerns about your medicines you should talk to your clinical team.*

*If for any reason 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.*

*It is also important that you have any necessary blood tests taken as required to ensure up-to-date results are available when new prescriptions are processed.*

5

* *Access to home*

*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.*

*Every patient can expect an explanation of 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.*

* *Responsibility to be available*

*The homecare provider will discuss with every patient when they can expect their medicines to be delivered. After this has happened, 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.*

* *Receipt of delivery*

*All patients will receive a discreet and sensitive service, and for this reason only designated people may sign for your medicines.*

*Where possible, it is preferred that you sign for your own medicines. This may not always be possible, so it is important for you to designate someone to be able to sign for your medicines on your behalf. The designated person should be an adult wherever possible.*

The purpose of this charter

*The purpose of this charter is to provide you with information on homecare medicines services.*

*It explains the steps you will go through and what to expect if you are new to homecare. It also explains your rights and responsibilities, in line with the NHS constitution principles. The NHS Constitution can be found at* www.gov.uk/government/publications/the-nhs-constitution-for-england*.*

**The role of homecare in medicines provision**

*Your NHS hospital or clinic can provide you with a homecare service for your medicines, if this is appropriate. This will usually mean your prescribed medicines are delivered directly to your home by a trusted homecare provider. For some patients, this will include some care administered by a healthcare professional in your home.*

*Homecare will reduce the number of times you need to visit the hospital or clinic.*

*If you have had a stay in hospital, homecare can often help you return home sooner, as well as help you to be independent and give you more personal control. If you regularly attend outpatient appointments and day units for repeat prescriptions, homecare will save you time by bringing your treatment directly to you at home.*

*This is more convenient for you, but also helps us to free up appointments as well as hospital beds – meaning we can care for more people.*

What you can expect

*You will be able to discuss how homecare will work for you and you can request specific arrangements about how your medicines and/or medical treatments are delivered, for example on what date and time.*

*If you need more than one prescribed medicine you can expect the provider to do their utmost to arrange single deliveries, to avoid you receiving several deliveries in a week; however this may not always be possible.*

*Whilst you can expect your homecare provider to do their best to accommodate your needs, they cannot guarantee they will be able to specifically cater to your requests. In that case, they will explain why your requests cannot be met and you can talk about this with your clinical team if you want to.*

4

1

*Every patient is entitled to an explanation of how homecare works and how the service will be provided.*

* *How homecare services are set up*

*To provide homecare, we use private companies who are registered to provide medicines and related medical treatments. Your homecare provider will be selected from these companies depending on your individual needs.*

*Your hospital team will contact the agreed homecare company with your requirements. It is then the homecare company’s responsibility to provide your medicine and make delivery arrangements.*

*It is important that you understand that your confidential medical information will be shared with trusted third parties.*

* ***The role of patients in setting up services***

*We will regularly consult with relevant patient groups to make sure the best methods are being used to provide your treatment.*

* *The responsibilities of the hospital team and your GP*

*The hospital doctor, nurse and pharmacist and other members of the team are responsible for ensuring homecare medicine services meet the needs of patients and are set up in line with agreed standards. They also have a responsibility* ***to let your GP know which medicines you are being given.***

* *Information on how homecare will work for you*

*A healthcare professional will discuss with you at the hospital all the information you feel you need about homecare. You will have the opportunity to ask questions about the service and you can expect them to answer as best they can.*

*Every patient has the right to accept or refuse treatment.*

*After being consulted, you will also be asked to sign a Consent Form, to show that you have understood your healthcare professional, and the information provided to you, and that you are happy to start homecare treatment.*

*By signing the consent form you are agreeing to your medical information being shared with your homecare providers. They will only use the information to help provide that care.*

2

*Then your healthcare professional will give you information on your homecare provider and will explain how homecare will happen.*

*You will be given the contact details for your clinical team at the hospital or clinic.*

*A Homecare Registration Form and a prescription will be sent to your homecare provider, who will then get in touch with you. They will provide you with information on how the service will work for you, as well as their contact details, should you need to get in touch with them at any stage.*

*You will be able to ask as many questions as necessary and the provider will answer as best they can. Following this first contact, the homecare provider will send you an information pack.*

*In order for you to receive the best service possible, you may need to make very slight changes to your set up at home. This will depend on your treatment needs, and you can expect to be guided on this by your homecare provider when they first contact you.*

*(Your homecare company may ask you to sign an acceptance document. This indicates you have been happy with all of the information you have received and would like to start benefiting from homecare.)*

How deliveries will be made

*Where the homecare team delivers your medication every patient can expect to receive a discreet service and to be treated with respect and dignity, for example, vans making deliveries will not have information on them that will indicate you are receiving homecare.*

*Each member of the homecare team who delivers your medicines will be fully DBS checked – this is the ‘Disclosure Barring Service’ check and it helps ensure the staff caring for you do not have any criminal convictions.*

*Deliveries may also be made by couriers arranged by homecare providers.*

*You may be able to arrange for 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.*

3