Don’t just take our word for it...

“I would recommend the LloydsPharmacy CareFirst eMAR system to any care home manager. The team were exceptional in understanding my needs and helping me to manage the change in my team. The local pharmacy and the relationship could not be better. The LloydsPharmacy team and pharmacy branch are like an extension of my medicines management team. If I were to highlight just one key reason to have this system it would be the reporting and the peace of mind it gives me as a care home manager that medicines are being given safely.”

Jane, Care Home Manager, Ty Pentwyn, Wales

Background
Care home in Wales that has 29 beds. Elderly residents some with dementia. They were using blister packs for the medication rounds with paper MAR charts as the recording process.

Challenge
There was concern about the lack of transparency and confidence in the accuracy of the MAR charts. The sheer volume of paperwork made audits difficult and time-hungry.

The care home wanted to be able to audit medicines rounds quickly, in a real-time environment and have confidence medicines were being taken. At times, when stocks were audited, too many medicines were there, indicating medicines had not been given. MAR charts were also unsigned and had missing information.

The CSSIW checks (equivalent to CQC in England) were laborious and the management team needed to simplify the medicines management audit information.

Solution
Jane and the team decided to look into a technology solution. They assessed the systems on the market and eMAR provided by LloydsPharmacy came out the best. The functionality and ease of use shone through.

Implementation
Jane explained: “There was some resistance from the care home nursing team as it was a new system. Lack of confidence in using technology was an issue.

“The LloydsPharmacy team supported the implementation with robust training and support, the nursing staff soon found it easy to use and immediately saw the benefits.”
Outcome

**Efficient:** Jane says that they will never go back to paper-based MAR. The medicines management errors are highlighted more quickly and are easier to identify and resolve.

**Safer:** The improvement on how stock is managed has prevented medicines running out which is more efficient and safer for the resident.

**Transparency:** Remote login facilities and clear reporting has enabled the care home manager to review medicines rounds more regularly and in real time.

**Innovation:** Moving from blister packs to original packaging has enabled the home to put more efficient and safer stock management systems in place.

**Continuity of care:** The eMAR system has made shift handovers so much easier. The resident photo ID feature helps new members of staff identify with the resident and their medicines needs so much easier.

**More time with residents:** The halo effect of the system has allowed nursing staff to spend more time with residents. The time saving is in the auditing and stock management and ordering of medicines.

**Regulatory compliant:** CSSIW audit was quick and simple with positive reference to the system in the report:

"Six months ago a computerised system for recording medical and care planning was introduced into the home. We saw that this was easy to use, password protected to ensure confidentiality, and was kept updated daily. More recently nursing staff also started using a computerised medication system provided by a reputable pharmaceutical company. We spoke with a registered nurse on duty who told us that the company had facilitated thorough training and that staff were now accustomed to the new way of ordering and administering medication electronically. The registered manager explained that the system significantly reduced the risk of medication errors and is audited by the pharmacy every month as well as by the nursing staff."

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**CareFirst from LloydsPharmacy**

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