CareFirst from LloydsPharmacy

The complete pharmacy service for care homes
CareFirst from LloydsPharmacy is a fast growing care home pharmacy provider. More care homes are trusting CareFirst to be their partner of choice than ever before. We offer a range of solutions that help you achieve safer, more accurate medication administration rounds and greater adherence to regulatory requirements.
Simplifying Medicines Management

CareFirst from LloydsPharmacy saves and gives you back time.

Time to offer the highest quality care to residents, time to assure compliance with regulatory guidelines and time to deliver the best practices that will achieve your bed occupancy targets.
Your complete pharmacy service

Time-saving GP partnerships
CareFirst, from LloydsPharmacy, partners with GP surgeries that support your care home. The aim is to drive efficiencies in processes and time when assessing residents needs.

For example – synchronising a resident’s prescription in a monthly time saving cycle
This ultimately delivers more efficient administration processes and will support medicine stock control too – dramatically reducing the amount of wasted medication.

Fast and flexible delivery
We work with your teams on workload planning and delivery to ensure deliveries are as efficient as possible.

For example, monthly medications can be delivered 4 days before they are due and acute prescriptions within 24 hours of receipt.

And, you’ll get great support from your local LloydsPharmacy – whether it be ad-hoc or flexible deliveries we will work to a schedule that suits you.

From cost control to resident care
With payroll accounting for over 40% of care home costs, we understand the need to balance costs with the care you need to give to residents. Our Care Home Medication Management service helps you to free up time, for example faster medication administration rounds mean your team can spend more time caring for your residents.

"LloydsPharmacy are like an extension of my medicines management team”
Jane, Care Home Manager, Ty Pentwyn, Wales
Helping you meet regulatory requirements
We know you want to give the best possible care to your residents and also meet your regulatory requirements. Our Care Homes Medication Management service can help you demonstrate to your regulatory authority that you manage the medication needs of your residents in a safe and timely manner.

Care homes must demonstrate they have all the necessary processes in place to meet these demands. Therefore, we work with you in meeting and maintaining these standards.

Achieving medicine management requirements
For example, care home managers must make sure that care workers can safely handle and administer medicines. You must also be able to demonstrate that residents have their medicines at the times they need them, and in a safe way.

Partnering with LloydsPharmacy means that we can help you throughout the medicines management process.
By working with your team, we can establish which medicines system supports you best – with safe, effective medicines management as required by CQC Outcome 9, SCSWIS, CSSIW or RQIA.

We have the flexibility to provide:
- Traditional dispensing
- Monitored dosage systems (MDS)
- eMAR (Electronic Medicines Administration Records).

Our local teams and business managers can assist you with the provision of equipment to safely store your medication in a way that allows you to demonstrate individual person-centred care.
CareFirst offers award winning online training, including the new Care Certificate from CareShield, the UK’s leading eLearning provider.

Training and compliance is vital in any care home. Well-skilled staff are more efficient, effective and have the motivation to confidently complete tasks in a timely manner – giving them more time to dedicate back to residents.

Assuring and demonstrating compliance is fundamental for any care home to grow as a business and enhance occupancy rates – that’s why every online course is interactive, relevant, fun to use and captures the individual’s attention.

Courses include:

- Bespoke optional modules
- First aid
- Safeguarding
- Fire safety
- Medicines handling
- Care Certificate Qualification

Ninety per cent of family members regard staff training to be a key factor when considering a home for a loved one.
eLearning health – interactive training at a realistic price

Is it expensive?
No! In many cases eLearning can be part funded by CareFirst, just speak to your LloydsPharmacy business manager.

Does it take up too much time?
Not at all, we believe training needs should complement daily activities. That’s why the online courses can be carried out to suit the pace of the learner from any computer in the care home at any time.

Selecting, booking and tracking progress couldn’t be easier:

Step 1: Speak to your LloydsPharmacy business manager about your training requirements.

Step 2: Receive confirmation of your training service.

Step 3: Select and allocate relevant courses for each team member and any new colleagues.

Step 4: Colleagues access and complete their allocated training from any computer or device, anytime, anywhere.

Step 5: Training progress can be tracked by managers online, and once training is complete and competencies tested, staff receive their certificates.
Every day, in care homes across the country, CareFirst from LloydsPharmacy is helping to improve resident care and wellbeing.

It supports 100% bed occupancy targets, reducing the risk of blue light admissions and offers a complete view of all medicines administration across care home networks.

At the heart of our CareFirst service is eMAR, a cutting edge Electronic Medicines Administration Record system that integrates with Care Planning Systems.

Our eMAR system is paper-free and takes advantage of the very latest web-based and touch-screen technologies. It can integrate with your electronic Care Planning system, helping you to better manage your residents’ often complex medicine regimes.
eMAR – simpler, safer and integrated

It’s simpler
With the touch screen convenience of a tablet computer,* carers can access the medicine regimes of every resident – detailing the medications they need, when they need them. This helps medicine rounds become a simpler, quicker task, with reduced risk.

It’s safer
Managers gain a real-time view of medicines administration at the point of care. With remote access, directors and heads of governance have a comprehensive overview of all medicines management and reporting, identifying any potential issues.

It’s integrated
Designed to save you time and money, the system can integrate directly with electronic care planning systems. From resident admission, through to order and resupply, to administration of medication, the process is seamless.

“I would recommend the LloydsPharmacy CareFirst eMAR system to any care home manager. It makes your job easier and provides safer medicines management for residents. It is less complicated than you would think and the nursing team would never go back to paper based MAR.”
Will, Care Home Manager, Brindaavan, Wales

*Please note that tablet computers are not provided as a part of the service.
Reducing financial and resource costs

The eMAR electronic medicines management system’s reporting features can actively reduce financial and resource costs across each care home.

For example, rather than a conventional monitored dosage system (with medication delivered to care homes in blister packs), eMAR allows medicines to be ordered and maintained in their original packaging. Not only does this mean that the Patient Information Leaflet (PIL) record remains with the medication, it also dramatically reduces the amount of wasted medication.

Reordering also becomes a simple automated process which can save you up to 15 hours per month per care home in the handling of stock alone.

Real-time stock control makes reordering medication simple and helps to eliminate over-ordering.
eMAR workflow

**Pharmacy**
- Produce suggested order and send to care home
- Request and collect prescriptions from GP surgeries
- Check prescriptions, and match with order and scan to Offsite Dispensing Hub
- Add additional items as required (e.g. controlled drugs, fridge lines)
- Deliver to care home

**Offsite Dispensing Hub**
- Dispense, assemble, print labels, accuracy check, send eMAR data
- Pack meds into totes and send to AAH delivery van

**Care Home**
- Confirm order
- Care home reviews prescriptions, ensures are correct and returns to pharmacy
- Nurse accepts order and stores medication in drug cabinet
- Nurse completes medication record using eMAR

Review reports and check missed doses. Stock management informatics.
Betterlife from LloydsPharmacy is one of the UK’s leading providers of mobility equipment, medical furniture and independent living aids with over 10 years experience supplying to the NHS, care homes such as BUPA and non-profit charity organisations such as BLESMA and SSAFA. Our years of experience across the care sector have helped us to develop a range of key supplier relationships who work in partnership to provide our account customers with market-leading prices.

**Product Range**

Our product portfolio includes over 4,000 items designed specifically to support moving & handling, pressure care & seating and personal hygiene within the care sector. We pride ourselves on our market leading prices, high stock availability and aftersales care to ensure that you receive the best possible service through our experienced account management team. Typical ranges include items such as adjustable homecare beds, pressure care mattresses, orthopaedic seating, hoist lifts and commodes.

**Delivery**

We use a trusted network of national couriers who are able to provide a fully tracked delivery service which includes a next day option for urgent orders. These are in addition to our own in-house delivery solution that provides a unique setup service that includes the delivery, installation and demonstration of items such as beds, chairs and hoists.
Account Management

Betterlife account customers benefit from a dedicated account manager that help to give you the peace of mind that you need when ordering for your home and your residents. Your account manager can help you to choose the right product for you and your residents, always ensuring that you receive the best possible service alongside your own discounted price structure.

At Betterlife we understand that your ordering process isn’t always to buy in bulk and therefore we have tailored a number of discounts across our range to ensure that you benefit from all aspects of our trade pricing, regardless of the quantity you order.

Ordering with us is easy and can be made over the phone with a member of the team on 01772 643 800 or alternatively you can email your enquiry to trade@betterlife.co.uk.
As a dedicated supporter of the Dementia Friends initiative, we are excited to announce a new national partnership with Alzheimer’s Society and Alzheimer Scotland.

We have been proudly supporting the initiative since Dementia Awareness Week 2014 by growing our own community of Dementia Friends. This has seen 4,000 LloydsPharmacy colleagues attend information sessions in order to better assist those affected by dementia directly within their communities by becoming a Dementia Friend.

Through our outreach to local communities, we aim to work closely with Alzheimer’s Society and Alzheimer Scotland to raise awareness of dementia and improve access to information, advice and services in order to enhance the quality of life for patients as well as carers. We also remain committed to growing our own community of Dementia Friends, as Alzheimer’s Society works to create another three million Dementia Friends by 2020.