

LloydsPharmacy

Clinical Homecare

Information for patients,
parents and carers



Welcome to LloydsPharmacy Clinical Homecare

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“ It’s amazing to see someone go from being in the hospital – when we take over their care – through to when they’re back home and flourishing. ”

LloydsPharmacy Clinical Homecare nurse

Who we are

We're one of the most experienced providers of clinical homecare in the UK, and we've been supporting patients in this way since 1975. We provide care to more than 67,000 patients in their own home – ranging from straightforward delivery of medication to specialist nursing for complex conditions.

We used to be called Bupa Home Healthcare, and in July 2016 we were acquired by the Celesio UK group of companies, a leading provider of healthcare services, including LloydsPharmacy.

During the first half of 2017 Celesio's other homecare business, Evolution Homecare Services, and LloydsPharmacy Clinical Homecare were brought together as a single business.

Whether it's our drivers, our nurses, our patient services co-ordinators or our support teams in the office, we're all committed to one common purpose – supporting **you** with **your** treatment at home.

We're passionate about what we do and the difference we make to our patients' lives. It's this dedication that ensures we constantly deliver outstanding levels of care to our patients.

“Patients are always so pleased to see you and welcoming when you arrive with their delivery.”

LloydsPharmacy Clinical Homecare driver

90% of our patients said they are likely* to recommend our service to friends and family if they needed similar care or treatment.

*“extremely likely” or “likely” to recommend. 2017 Patient Satisfaction Survey.

“We allow kids who need parenteral nutrition to leave hospital for the first time.”

LloydsPharmacy Clinical Homecare nurse

How we'll be supporting you

The support you'll receive from us will be specific to you and your condition. Depending on what's been agreed with your clinical team at the hospital, it could be some or all of the following:

- Delivering medicine to you at home at regular intervals
- Providing all the necessary medical equipment for your treatment
- Nursing care and support from highly-qualified professionals
- Comprehensive training from a nurse where appropriate
- Clinical waste collection and disposal



How clinical homecare works

The thought of receiving your treatment at home may be daunting for you. The purpose of this guide is to explain how it all works but if you have a question at any time, please call us and we'll be happy to help.

Arranging your deliveries

The clinical team at your hospital will prescribe your medicines according to your individual needs, and this will determine the frequency of deliveries to your home. We'll call you to make arrangements for your first and subsequent deliveries of medicines and necessary medical supplies such as plasters and dressings.

When we call you to arrange a delivery, we will:

- Confirm your delivery date
- Confirm the delivery address
- Check and record your current stock levels
- Advise you if your delivery driver will be collecting and replacing your sharps bin

We also provide a text reminder service the day before your delivery. The text message will advise you of your two-hour delivery window and the name of your delivery driver.

For some conditions, we might loan you items such as a pump, drip-stand, refrigerator or dressing trolley depending on what your hospital or consultant says you need.

You will be given a two-hour time slot during which your medicine will be delivered. Please make sure you are at home and available for the full two-hour period.

“On three occasions last year a driver saved a patient’s life.”

LloydsPharmacy Clinical Homecare driver

When our delivery driver arrives

At LloydsPharmacy Clinical Homecare, we take patient security and confidentiality very seriously. All of our drivers wear a uniform clearly displaying “LloydsPharmacy Clinical Homecare”. They also carry photographic identification which they will be happy to produce upon request.

Each delivery comes with a delivery note. Make sure that you have received all the items that appear on this note. You should check that your name appears correctly on all labels and also check the medicine expiry date. When you are happy that the delivery is correct, sign the delivery note and hand it to the driver.

“Every time a driver arrives on time to give a patient their medication, that’s a success story for us.”

LloydsPharmacy Clinical Homecare driver

Tell us if your details change

It’s important that you let us know about changes in your circumstances as soon as possible. Please let us know if you:

- Move house/change your address
- Change your telephone number
- Change your hospital or GP
- Want to change your delivery day/time
- Want to arrange an alternative delivery address

Delivering to another address

Provided you inform us **at least ten working days in advance**, we can arrange for your delivery to go to an alternative address. However, a named person (16 years or older) must be there to sign for the delivery on your behalf.

Please give us ten working days’ notice if you want us to deliver to an alternative address.

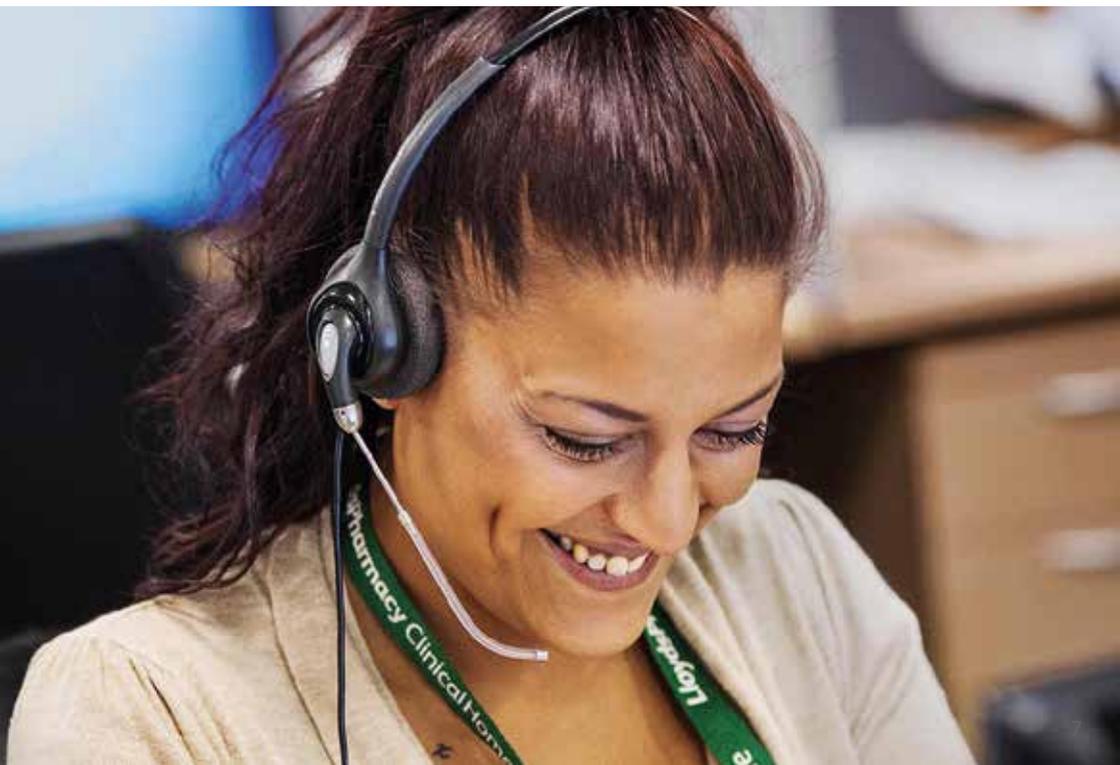
Going on holiday or being away from home

If you're going on holiday for a week or more or simply going to be away from home for a few days, you must let us know if this will affect your delivery arrangements. Please tell us at **least six weeks before** you go away. This will help us to arrange a new delivery time and ensure that your service is not affected. You should always speak to your GP or consultant to make sure they are happy for you to travel.

Please tell us that you are going away at least six weeks in advance.

Sometimes circumstances mean you'll be away from home at short notice – even when this happens, please get in touch.

If you're admitted to hospital, please ask them or a friend or member of your family to let us know as soon as possible. We need to know so that we can cancel any deliveries or nurse visits that may have already been scheduled. Likewise we need to know when you will be returning home so that we can re-schedule your treatment.



Medicines, equipment and clinical waste

Not all medicines are stored the same way so check the instructions on the dispensing label or the packaging. It's important that your stock of medicines is used according to its expiry date. Each time you receive a delivery, make sure that the oldest stock is used first.

Refrigerated medicines

Some medicines must be kept in a refrigerator. If this applies to you, the label will read 'please store at 2–8°C' and you may be supplied with a fridge and a thermometer. Both are solely for medical use. Please do not store food or drink in this fridge. The fridge should be positioned where it is not subjected to extreme changes in temperature e.g. next to a fire or radiator, or in an outbuilding such as a shed or garage. Once the fridge has been set up, allow it to reach the correct temperature before medicines are stored in it. It is important to monitor the temperature inside the fridge daily and record the temperature on the wipe clean chart provided.

The thermometer should read between 2–8°C. If it falls outside this range, please contact us straight away as the shelf life of your medication may be affected. If possible, we will need to know how long you think the temperature has been outside of this range.

Non-refrigerated medicines and equipment

Medicines that do not need refrigeration should be stored in a cool, dry place away from direct sunlight or sources of heat such as radiators or fires.

Your medical equipment

Any equipment or ancillaries (e.g. gloves and dressings) that we provide should be stored in a dry, cool place, away from heat and direct sunlight. Some equipment such

as pumps will require servicing. We will contact you when a service is due and make the necessary arrangements on your behalf.

Please notify us immediately if:

- You have a technical problem with any of your medication or equipment, for example injections. Do not dispose of any injections until you have spoken to us as we may need to return it to the manufacturer
- You feel unwell after taking your medicine. You should also contact your GP or consultant
- Your medicines are damaged in any way, or you believe they are unfit to use
- You think any of the equipment or products that we have supplied are faulty, we will replace them. We may need to return the faulty product to the manufacturer, so please do not throw it away

Clinical waste and sharps bin collection

You may be supplied with a yellow waste bin called a 'sharps bin'. This is for the safe disposal of clinical waste such as needles, glass vials and syringes. Please do not use the bin for disposing of packaging. The sharps bin should only be used for clinical waste generated by the medicines or clinical supplies we deliver.

We will advise you when we will be collecting and replacing your sharps bin. Please give the full sharps bin to our driver, ensuring that the lid is firmly closed and locked. If it is left open or is too full to close, our driver will be unable to take it away.



Patients who receive nursing support

Depending on your condition and the necessary treatment, your hospital or consultant may arrange for us to provide you with specialist nursing at home. We work closely with the NHS throughout the UK and provide this support to both adults and children.

Our nurses are highly-qualified professionals and may perform a number of tasks for you including:

- Administering medication e.g. by injection or intravenously
- Changing dressings
- Educating and training you to administer your medication yourself
- Disconnecting/reconnecting you to your pump if you are a Home Parenteral Nutrition (HPN) patient
- Discussing your treatment with you and explaining any side effects you may experience
- Helping you understand how the treatment regime may affect you

When our nurse visits

Nursing support will be discussed with you beforehand if it is a necessary part of your treatment, and the number of visits you receive will be arranged on an individual basis.

We will contact you and confirm a two-hour time slot during which your nurse will arrive. This is the same as when we arrange your medicine deliveries. Your nurse will open any sealed packaging and check your medication. They will also check this against the treatment plan sent to us by your hospital or consultant.

You will be given a two-hour time slot during which your nurse will arrive. Please make sure you are at home and available for the full two-hour period. Contact us straight away if this isn't going to be possible.

If you experience any pain or discomfort, or feel unwell while or after your medication is given, please tell your nurse or contact us. The side effects of your treatment are the same regardless of whether you have your treatment at home or in hospital, but if you have an adverse reaction, your nurse will have all the necessary equipment with them to look after you. After your treatment, your nurse will dispose of any waste items used to administer the medication in the sharps bin. Your nurse will also update your hospital or consultant so that they are aware of your progress.

Clinical Governance

Your nursing care is provided in accordance with the procedures and instruction (also called “protocols”) approved by the hospital that has referred you to us. We will work together with your NHS doctors and nurses and yourself to agree the appropriate care plan for you.

All our nursing staff are registered with the Nursing and Midwifery Council and adhere to their Code. Our nurses are courteous and professional at all times, and in return we expect our nurses to be treated with courtesy and respect by their patients, carers and family. Where appropriate, we may exercise the right to withdraw nursing services in the case of inappropriate behaviour.

We have a robust clinical governance framework that provides an ongoing clinical audit of the services, management of complaints and incidents and ensures resolution in a timely manner.

We are registered with the Care Quality Commission (CQC) and the Scottish Care Inspectorate. The CQC is the independent regulator of health and social care in England. Services in Scotland are regulated by the Scottish Care Inspectorate, which is responsible for inspecting social care, social work and child protection.

These independent public bodies are set up by the Government to regulate private, voluntary and independent health and social care against the Fundamental Standards. The Scottish Care Inspectorate regulates the service against the Nurse Agency Standards.

Copies of the Fundamental Standards can be found at www.cqc.org.uk and the Scottish Nurse Agency standards can be found at www.careinspectorate.com

Our Patient Charter

To help things run as smoothly as possible, we'd like to recap some of the main features of our clinical homecare service. We talk about these in our Patient Charter which explains what you can expect from us and how you can help.

What can you expect from us?

The dignity and respect you deserve

We want to deliver your care with the least impact to your lifestyle – whoever you are. Regardless of your age, where you're from or what you believe, we'll always treat you politely and with respect.

A joined-up service

We're not the NHS, but we work closely with them to make sure your treatment runs as smoothly as possible. The NHS is still your main health service so if you're worried about your health, please speak to your GP or consultant.

Care from a highly-skilled team

All of the nurses that visit you are qualified and trained to give you the care you need. You won't always get the same nurse, but you will always see someone who knows how to treat you and your condition. Occasionally, your service could be affected by things that are out of our control (like when bad weather makes it impossible to travel). At these times, we'll do everything we can to keep your service running normally. If we really can't get to you, you might have to go to hospital to get your treatment. But we'll contact you first to discuss what's best for you and keep you informed.

A confidential service

The confidentiality of your information is extremely important to us. We'll maintain your personal data in accordance with UK data protection law and we'll do everything we can to make sure it's secure against unauthorised access, loss, disclosure or destruction.

How can you help us?

Respect the way we work

We'll give you a two-hour window for your medication delivery or arrival of your nurse if you have a nurse visit. We need you to be home for the full two hours so we can give you your treatment. If you're not in for the full two hours, it could impact on your own treatment and other patients too.

So that we're able to give you your treatment safely, we need a clean and tidy working environment with any pets kept out of the room. Please don't smoke while one of our staff is in your house. So that you are able to consent to your treatment being given, you must not be under the influence of alcohol, drugs or illegal substances. If we're looking after someone under 16, their parent or guardian needs to be there too.

Respect our staff

Everyone who is supporting you with your treatment - whether it's our drivers, our nurses or our Patient Services Team - deserves to be treated with respect.

In the event of a perceived or actual threat to one of our employees, we may also collect GPS and audio information from employee personal safety devices.

Anyone who verbally or physically threatens our staff may have their service removed immediately.

We're here to help with your health, so please take the advice of our highly-skilled nurses.

Let us know if your circumstances change

Sometimes your situation might change in a way that could affect your home service such as moving house, going on holiday or spending time in hospital. When it does, please let us know as soon as you can especially if you won't be there for your two-hour window.

We will re-schedule your visit and let you know when this will be.

It's important to have a friend or family member identified in case you need to spend some time in hospital. Ask that person to tell us if you go into hospital, that way, we can postpone our visits or deliveries. Get in touch when you're back, to tell us you want to start your service again – but please bear with us, we may not be able to resume your normal schedule straightaway.

Data protection and confidentiality

Lloyds Pharmacy Clinical Homecare Limited, a member of the Celesio UK group of companies whose parent company in the UK is Admenta UK Limited (“our group”), is committed to protecting your personal information.

We use appropriate security technology to safeguard your data and have procedures in place to ensure it remains confidential and is protected against unauthorised disclosure, use or loss.

We do not sell your personal information to third parties and only authorised persons within our group will have access to your personal data. However, we may sometimes need to share your personal data with trusted third parties who will process your personal data on our behalf in accordance with UK data protection law. Such processing may on occasion be outside the European Economic Area and, where this occurs, we will take adequate steps to ensure that your information is protected in accordance with applicable data protection law.

Information we collect about you

We will keep records about your health and any treatment and care you receive. These records help ensure that you receive the best possible care from us and may include:

- Name
- Age and Date of Birth
- Gender
- Marital status and family details
- Contact details (phone, address, e-mail, best time to contact)
- Health care professional, hospital/medical centre details, contacts details
- Details relating to medicine being taken and how it is administered

Medical information will be kept confidential. It will only be disclosed to those involved with your treatment or care.

We are required to send a summary of the care we have provided to your GP and/or consultant who referred you to us. If you have not been referred by your GP and do not want any information to be sent to your GP, then please inform the nurse in charge of your care.

Your patient notes belong to LloydsPharmacy Clinical Homecare and will be collected from your home at the conclusion of your treatment. They will be securely stored with our patient records and you can request a copy if required by following the process set out in the paragraph headed ‘How you can access your health records’ on page 16.

How your records are used to help you

Your records are used to guide and administer the care you receive to ensure:

- Your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you may need in the future
- Full information is available should you see another nurse or specialist
- We can assess the type and quality of care you have received and any concerns can be properly investigated

How your records are used to help us

Your information may also be used to help us:

- Review the care we provide to ensure it is of the highest standard
- Investigate adverse incidents or complaints
- Make sure our services meet the needs of our patients in the future
- Teach and train healthcare professionals
- Audit accounts and services
- Prepare statistics on performance



Some of the information that we collect will be held centrally. Anonymised or aggregated data may be used for research and statistical purposes and stringent measures will be taken to ensure that individual patients will not be identified in any reports that are produced. Also, if you report experiencing side effects or dissatisfaction with a drug or product, our legal obligations require us to disclose this information to the regulator and drug manufacturer, which we will do in compliance with applicable law.

How you can access your health record

Under UK data protection law, every living person (or their authorised representative) has the right to apply for access to their health records. LloydsPharmacy Clinical Homecare is not required to respond to requests for accessing health records unless it is provided with sufficient details to satisfy itself as to the identity of, or consent from, the individual making the request.

There may also be a fee for the release of any information held. All access requests should be sent in writing to:

LloydsPharmacy Clinical Homecare
Information Governance Department
Scimitar Park
Roydon Road
Harlow
Essex
CM19 5GU

Contact details

Your contact details may be shared with the companies in our group to enable us to manage our relationship with you as a LloydsPharmacy Clinical Homecare patient. We do not make the names, addresses and other contact details of our patients available to any other organisations to use for their own purposes.

In order to continuously improve our services, calls may be recorded and may be monitored.

Keeping you informed

We and our group would, on occasion, like to contact you to tell you about services and products that are available which we consider may be of interest to you. Details of how to opt-in to receive such information are set out at **LPclinicalhomecare.co.uk**

Further information relating to the processing of personal data is set out in our privacy policy which may be found on our website at: <http://celesio.co.uk/privacy-policy/>

The Information Commissioner

If you are unhappy about how we handle your information, we would like to hear your concerns. However, you can also contact the Information Commissioner for guidance and advice. They can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

0303 123 1113 (local rate) or **01625 545 745** if you prefer to use a national rate number.

Feedback and complaints

Giving feedback

We take great care to provide a professional, high-quality service. However, if for any reason something does go wrong, our Patient Services Team will be able to help. Feedback from patients is crucial in helping us provide the best quality care and service. We would like to hear from you at any time with your concerns, suggestions or comments – favourable or otherwise.

Making a complaint

If you're unhappy with the service you have received and wish to make a complaint, please contact our Patient Services Team in the first instance. Your complaint will be logged and investigated in line with our complaints policy. If appropriate, we will let you know the outcome of the investigation and any actions taken. You can also make a complaint by writing to our Quality and Governance Department:

LloydsPharmacy Clinical Homecare, Quality and Governance Department,
Scimitar Park, Roydon Road, Harlow, Essex, CM19 5GU

If you're still unhappy

In the event that you are not satisfied with our response to your complaint, you can escalate your concerns by writing to the Director of Pharmacy and Quality requesting further investigation and explaining why you are unhappy with the response you have received.

Your complaint and its initial investigation will then be reviewed and the findings of the investigation will be communicated to you. If you continue to be dissatisfied with the result of our investigation, you can raise your concerns with the following organisations:

You can call the Care Quality Commission (CQC) directly on **03000 616 161** or email **enquiries@cqc.org.uk**, or the Care Inspectorate (in Scotland) on **0845 600 9527** or email **enquiries@careinspectorate.com**. Both can provide advice and support on quality of care and safety issues. If you are an independent patient, the final stage of the complaints process is managed by ISCAS (Independent Sector Complaints Adjudication Service).

www.iscas.org.uk

For NHS patients please visit the following websites:

www.ombudsman.org.uk (England and Wales)

www.spsso.org.uk (Scotland)

Contacting Us



By Phone

Call our Patient Services Team:

0345 2636 123*

Monday to Friday,

8.00am – 5.30pm

If you're calling in Scotland:

0345 2636 135*

Monday to Friday,

8.00am – 6.00pm

If you have an **urgent enquiry relating to your LloydsPharmacy Clinical Homecare service** at any other time of the day, please call **0800 326 5465*** or **0345 2636 115***.

An example of an urgent enquiry may include a problem with your equipment (such as your HPN fridge or infusion pump) that you are unable to fix.

Or it may be that you no longer require a nurse visit due to an unexpected trip to hospital.

Head Office

LloydsPharmacy
Clinical Homecare
Scimitar Park
Roydon Road
Harlow
Essex
CM19 5GU

Lloyds Pharmacy Clinical Homecare Limited. Registered in England.
No. 2764914



By Email and Online

Send us an email:

enquiries@LPclinicalhomecare.co.uk

Visit us online:

LPclinicalhomecare.co.uk

Don't forget you should always call 999 if you are seriously ill or injured and require immediate medical attention.

Your hospital or consultant will still have overall responsibility for your care. So if you have any concerns about your health, you should continue to contact them in the usual way. Your consultant or GP will have asked you to sign a consent form. With your permission, they may have signed this on your behalf.

*Calls to 0345 numbers are charged at the standard rate. Call charges to 0800 numbers from a mobile can vary depending on your network provider. Calls may be recorded and may be monitored.

How to contact our Patient Services Team

LloydsPharmacy

Clinical Homecare

By Phone:

0345 2636 123*

Monday to Friday,
8.00am – 5.30pm

If you're calling in Scotland:

0345 2636 135*

Monday to Friday,
8.00am – 6.00pm

By Email / Online:

enquiries@LPclinicalhomecare.co.uk
LPclinicalhomecare.co.uk

**Calls to 0345 numbers are charged at the standard rate. Calls may be recorded and may be monitored.*

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