



[REDACTED]
c/o Legal Services
Torbay Hospital
Lawes Bridge
Torquay
TQ2 7AA

Tel: 01803 652588

Mr Ian Arrow
H M Coroner Torbay and South Devon
1 Palk Street
Torquay
Devon
TQ2 5EL

Our ref:
Your Ref:

[REDACTED]
Date: 22 June 2017

Dear Mr Arrow

Following the inquest held on 5th June 2017 in relation to the death of Mrs Doreen Willis, you have requested that the key learning outcomes pertaining to the care homes which were identified from the multi-agency review are summarised. This will enable you to provide a report to the Care Quality Commission (CQC) sharing the learning that can be taken forward by care homes in relation to the medicines management processes within their settings. Please find below the key areas of learning identified:

- Care homes must have appropriate medicines management policies and processes in place to ensure the timely and safe ordering, receipt, administration and recording of medicines management for their individual residents. This should include all aspects of medicines reconciliation at each point of care transfer/transaction.
- All staff within the care home involved in medicines management, including administration, are responsible for monitoring and checking the availability of ALL medicines required for individual residents. Where a medicine is not available for administration there must be a clear process understood by all staff, of what actions and recording of actions should be taken to ensure the medicine is obtained as soon as possible.
- All actions in relation to medicines management must be recorded in the individual's care record and when a resident's care transfers to another care provider the manager or responsible person should co-ordinate an accurate listing of all the resident's medicines as part of the onwards needs assessment and care plan.
- NICE guidance SC1 provides recommendations for good practice on the systems and processes for managing medicines in care homes and care homes should ensure their policies and processes align with this.
<https://www.nice.org.uk/guidance/sc1>
- The introduction of Electronic Transfer of Prescriptions (EPS) systems are now being introduced across primary and community care settings and this reduces the risk of error at points of transfer/handover. This system reduces the need for fax or paper transfers and gives a full audit trail for each individual prescription. Care homes should be recommended to utilise electronic methods for ordering, receipt and reconciliation of medicines as a way of promoting resident safety in effective medicines management.

We hope this information provides you with the key learning from the multi-agency review undertaken.

Yours sincerely

A handwritten signature in black ink, appearing to read 'A. J. [unclear]', written in a cursive style.

[REDACTED]
Lead Investigator
on behalf of Torbay & South Devon NHS Foundation Trust

Cc [REDACTED] Devon & Cornwall Police
Karen Ford, Quality & Safety Lead, NHS England, South (South West)