

NHS Lanarkshire

Service Level Agreement

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Version	1
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Approved By	Care Home Lead, NHS Lanarkshire

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Contents	
Service Aims	Page 2
Roles & Responsibilities	Page 2
Training Requirements	Page 4
Claims & Payments	Page 4
Monitoring & Evaluation	Page 4
Confidentiality	Page 5
Health & Social Care Act	Page 5
Contacts	Page 5
Appendix	Page 6

Service Level Agreement

This Service Level Agreement (SLA) acts as a contract between NHS Lanarkshire and the pharmacy contractor and commits the contractor to provide the services as defined by, and using documents provided in, this Service Level Agreement. Should there be any variations made to the contract, the pharmacy contractor will have the right to agree to any variations or withdraw from the contract.

A three-month notice period must be provided if either party wishes to terminate this contract. Where a breach in terms of the SLA has occurred the 3 months' notice period may not apply.

1. Service Aims

Enhancing and sustaining communication with care homes, GP practices, healthcare teams, and other relevant agencies (e.g., the Care Inspectorate), including support during care transitions.

Auditing and providing guidance on care home systems and processes related to the ordering, storage, administration, compliance, record-keeping, and disposal of medicines.

Reducing medication waste by ensuring that only appropriate medicines are returned to pharmacies and by implementing processes to prevent and minimise unnecessary waste generation.

Delivering direct patient care that promotes the safe, clinical, and cost-effective use of residents' own medicines.

2. Roles and Responsibilities

The Pharmacy Contractor will:

Sign and return the SLA agreement prior to service implementation. The contractor should already have a medicines provision agreement with the Care Home.

Will notify NHS Lanarkshire of any changes in circumstances whereby they can no longer deliver the service effectively or safely

Take full responsibility for ensuring staff involved in the provision of the service are aware of and operate within the service specification

Take full responsibility for ensuring staff involved in the provision of service are trained in the operation of the service as outlined in subsection 3

Pharmacy Contractors will remain accountable for delivery of their professional responsibilities and standards

Ensure the site has enough skilled and qualified staff to provide a safe and effective pharmacy service as detailed in the GPhC Guidance for contractors: Guidance to ensure a safe and effective pharmacy team

Provide premises that protect the privacy, dignity and confidentiality of patients and the public who receive pharmacy services

The pharmacy contractor will identify a nominated person(s) responsible for delivering the service and where applicable ensure Standard Operating Procedures (SOPs) are in place to ensure service is delivered as stipulated in the SLA

Have an agreement with the care home to provide this Care Home Medication Audit service.

The nominated person(s) responsible for delivering the service will:

Provide a user-friendly, non-judgemental, patient-centred and confidential service

Conduct a Care Home Medication Audit (Appendix 1) annually to assess impact, monitor systems and ongoing action points. This visit should be undertaken by a registered healthcare professional.

Ensure the care home has appropriate policies in place for all activities involving medication and that they reflect good processes to minimise waste. Where policies aren't in place, this site should be referred to Care home liaison team (contact details page 5)

Assess, advise, monitor, and report on appropriate policies and systems for the ordering, storage, administration, recording and disposal of medicines in the care home.

Where causes of unnecessary waste have been identified, liaise with the care home and/or practice pharmacist ways of reducing unnecessary waste

Ensure where inappropriate waste is returned that the care home is notified and an action plan put in place to prevent this occurring in the future

The results of the audits should be shared with the care home. Where significant concerns are identified around medicines management in the care home and/or patient safety concerns these should be shared with the Care home liaison team (contact details page 5).

3. Training requirements

There are no training requirements required for service delivery.

4. Claims and payment

A service fee will be paid on receipt of a completed care home medication audit (Appendix 1), the fee is exclusive of any applicable VAT be added. A Care Home Medication audit should be taken & submitted every 12 months from service commencement date. Pro-rata fees will be applicable to any contractor that joins the service in year. Service fees to be reviewed annually.

Contractors are responsible for monitoring fees paid and have a 3-month window to raise any concerns regarding a missing payment from the month it should have been paid. Any claim queries raised after this time will be deemed as an historical claim and will only be considered by the Pharmacy Performance and Governance Group for payment.

Service liability for the contractor will remain capped at the service fee associated with the Community Pharmacy Care Home service.

5. Monitoring & evaluation

It is a requirement of the service that appropriate records are kept and maintained by the pharmacy contractor, to enable verification of service provision and training undertaken by staff. These records may be used for information for internal and external audit and evaluation purposes.

NHS Lanarkshire regularly monitors service provision across all contractors. Data is submitted on an annual basis for service review & evaluation.

Where requested, participating pharmacies will be required to participate in service evaluation and audit. The Pharmacy Contractor will be given 28 days' notice. It is anticipated this will take the format of a short survey.

Post-payment verification checks will be undertaken in line with the process established and agreed via National Services Scotland. Pharmacy Contractors participating in the service should support this exercise by providing information if requested.

6. Confidentiality

The [General Data Protection Regulation \(GDPR\) \(EU\) 2016/679](#) and [Data Protection Act 2018](#) came into force on 25 May 2018. All organisations that process personal data are required to comply with the requirements of this legislation. This means that personal information will be:

- Processed lawfully, fairly, and in a transparent manner.
- Collected for specified, explicit and legitimate purposes.
- Only collected so far as required for our lawful purposes.
- As accurate and up to date as possible.
- Retained for a reasonable period, in accordance with retention policies.
- Processed in a manner which ensures an appropriate level of security.

7. The Health and Care (Staffing) (Scotland) Act 2019

The Health and Care (Staffing) (Scotland) Act 2019 (“the 2019 Act”) places requirements on the Health Board stating that: “In planning and securing the provision of healthcare from another person under a contract agreement must have regard to

- a) The guiding principles for health and care staffing; and
- b) The need for the person from whom the provision of health care is to be secured to have appropriate staffing levels in place.”

The Pharmacy Contractor will ensure that they adhere to the GPhC guidance, ensuring adequate level of skilled and qualified staff are available to deliver a safe and effective pharmacy service.

9. Contacts

This contract is delivered by NHS Lanarkshire.

Lead Pharmacist for Care Homes; claire.osprey@lanarkshire.scot.nhs.uk

Care Home Liaison Team; CHL@lanarkshire.scot.nhs.uk

Finance Queries;

Ewa.Kargul@lanarkshire.scot.nhs.uk &
Dominic.Hughes@lanarkshire.scot.nhs.uk

Appendix 1 – Care Home Medication Audit

Care Home Medication Audit

Name of Care Home: _____

Manager of Care Home: _____

Responsible person for medication orders within the care home: _____

GP surgery: _____

Community Pharmacy: _____

Review Completed by: _____

Date of Review: _____

Policies & Procedures	
<p>Does the Care Home have up to date policies in place covering:</p> <ul style="list-style-type: none"> • Ordering of repeat prescriptions • Receipt of prescriptions, both repeat and interim/acute prescriptions • Storage of medication (including fridge and Controlled Drug storage) • Recording administration of medication • Dealing with changes of dose • Disposal of medication • Covert administration • Self-administration of medication • Homely Remedy • New resident and/or resident transfer 	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please sign post the care home to the Lead Pharmacist for Care Homes who will be able to share sample policies which the Care Homes may wish to adapt.</i></p>
<p>Is there a record that all relevant staff have read the appropriate policies, including any reviews?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please reiterate the importance of keeping a record to evident if requested by the Care Inspectorate.</i></p>

Previous Care Inspectorate & Care Home Medication Audit	
Date of last Care Inspectorate Inspection	
Have there been any medication incidents raised at the most recent Care Inspectorate inspection?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If Yes, please detail action points regarding medication in Care Inspectorate report:</i>
Has the Care home actioned all of the Care Inspectorate action points regarding medication?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please detail outstanding actions:</i>
Has the Care home actioned all of the action points from the previous Community Pharmacy Care Home Medication Audit?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/> <i>If no, please detail outstanding actions:</i>
Have there been any medication incidents or near misses in the Care Home since previous audit and what action(s) were taken as a result of these?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is there concern that the above action(s) and/or outstanding action(s) may contribute a similar incident in the future?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If yes, please share with the Care Home manager and Lead Pharmacist for Care Home(s)</i>
Medication Ordering	
Is there an annual planner of the medication ordering cycles in place which has been shared with the GP surgery/Care Home/Community Pharmacy?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, CP can recommend the NHS Lanarkshire Care Home Monthly Prescription Ordering Flowchart</i>
Which day of the cycle did the community pharmacy receive the prescriptions from the care home?	
Which day of the cycle did the care home receive the medication order from the community pharmacy?	

<p>Are care home staff aware that medication should be carried forward to the next cycle if the medication is still in date and it is a current prescription?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please reiterate the importance of carrying forward medicines to reduce medicine wastage; ordering of repeat prescriptions policy may need reviewed to include.</i></p>
<p>Were current stock levels checked by care home staff prior to sending the prescription requests to the GP surgery?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please reiterate the importance of carrying forward medicines to reduce medicine wastage; ordering of repeat prescriptions policy may need reviewed to include.</i></p>
<p>Was there any medication ordered where there was still a supply available in the care home?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If yes, please reiterate the importance of carrying forward medicines to reduce medicine wastage; ordering of repeat prescriptions policy may need reviewed to include.</i></p>
<p>Did the Care Home check the prescriptions received from the GP surgery against the original order?</p> <ul style="list-style-type: none"> ○ <i>Correct dose</i> ○ <i>Correct formulation</i> ○ <i>Correct Quantity</i> ○ <i>No Discontinued medication supplied</i> ○ <i>No unexpected items</i> 	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please reiterate the importance of checking prescriptions received to reduce patient safety risk; ordering of repeat prescriptions policy may need reviewed to include.</i></p>
<p>Did the care home discuss any discrepancies with the GP surgery?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please note below.</p>
<p>Where appropriate, did the care home request specific quantities of medication to synchronise them with the monthly cycle?</p> <p><i>If so was the requested quantity issued by the GP surgery?</i></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, a reminder that Community Pharmacy teams can endorse scripts quantities up by 10% or down if required, this may be an option to support syncing of medication.</i></p>
<p>Are the care home aware they can score through any medications that were not required on the GP10 prescription.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please reiterate that scoring through the medication on the GP10 prescription will indicate to the</i></p>

	<i>Community Pharmacy not to dispense and therefore reduces any risks of medicines wastage. If medicines are no longer required long term but still appear on the patients repeat slip, the Care Home should communicate this to the GP.</i>
Do the care home update MAR charts appropriately to highlight if a medication has been discontinued/course complete etc?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate the importance of appropriate records to reduce risk of medicines being administered when no longer required and/or to prevent inappropriate ordering.</i>
Are the care home aware they should highlight repeated missed or refused doses to the GP surgery?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate the importance of flagging missed/refused doses to the GP to prompt a medication review.</i>
Was all expected medication received?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, when were the balances/out of stock items communicated to the care home:</i>
If there were long term out of stock items within the monthly order what action was taken?	Community pharmacy contacted GP Surgery and medication reviewed <input type="checkbox"/> Care Home contacted GP surgery and medication reviewed <input type="checkbox"/> Other <input type="checkbox"/> <i>Please provide details:</i>
Pharmacy Clinical Input	
Do all prescriptions have appropriate directions ?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please note below. The CP team where appropriate should amend at the next cycle and/or the GP should be notified.</i>
Are the timings of administration appropriate? E.g. furosemide early in the day, caution with interactions e.g. levothyroxine and calcium supplements	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please note below. The CP team where appropriate should amend at the next cycle and/or the GP should be notified.</i>

<p>Do all topical preparations have enough information in the directions/care plans to allow staff to know where to apply, how often and for how long?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please note below. The CP team where appropriate should amend at the next cycle and/or the GP should be notified.</i></p>
<p>Are there any residents that are regularly refusing medication?</p> <p>Can the care home staff give you any more information as to reasons why e.g. swallowing difficulties?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If yes, please note below and flag to the Lead Pharmacist for Care Homes</i></p>
<p>Have any residents been assessed with swallowing difficulties? Have they been offered alternative ways of taking medication? e.g. liquids where appropriate and cost-effective.</p> <p>If care home staff have been instructed to open capsules/crush tablets, is this clearly marked in the directions on the prescriptions that this is for swallowing difficulties?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If yes, please sign post the Care Team to the Swallowing Matters guidelines.</i></p>
<p>Do any residents currently receive medication administered via a PEG?</p> <p>Is it clear on the prescription that this is the method of administration?</p> <p>Is the medication form suitable to be administered via a PEG?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please feed this back to the associated practice pharmacist.</i></p>
<p>Are there any residents currently on medication on an 'as required' basis that could benefit from a review and dose change to a regular dose (particularly with pain relief and constipation)?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If yes, please feed this back to the associated practice pharmacist.</i></p>
<p>Are there any residents currently on medication on a regular basis that could benefit from a review and dose change to an 'as required' dose (particularly with pain relief and constipation)?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If yes, please feed this back to the associated practice pharmacist.</i></p>
<p>Does the pharmacy have an up-to-date list of allergies for residents?</p> <p>Are these recorded accurately on the MAR sheet?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If no, please note below. The CP team should amend at the next MAR cycle and note on the PMR.</i></p>
<p>Are there any inappropriate items listed on the MAR sheet?</p> <p>E.g. steroid creams that have not been used for a period of time</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><i>If yes, please note below. The CP team should amend at the next MAR cycle.</i></p>

<p>Multiple dressings no longer in use Several preparations of moisturisers when only one is in use Short-term items e.g. anti-nausea</p>	
<p>Are there any obvious switches for cost effectiveness/formulary switches?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If yes, please feed this back to the associated practice pharmacist.</i></p>
<p>Medication Returns/Wastage</p>	
<p>Does the Care Home complete a Care Home Medication Returns with their returns/medicine waste?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate appendix 1 & 2.</i></p>
<p>Are only suitable medicines being returned to the pharmacy? Suitable medicines includes:</p> <ul style="list-style-type: none"> • Medication from deceased residents • Medication which is date expired • Medication which has been stopped by a clinician • Medication which has had a change of dose. <p>Please review pharmacy or care home returns sheets to confirm this.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate appendix 1 & 2.</i></p>
<p>Are all appropriate medicines being carried forward and not returned to the pharmacy unnecessarily? Please review returns sheets to confirm this.</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate the importance of carrying forward medicines to reduce medicine wastage; ordering of repeat prescriptions policy may need reviewed to include.</i></p>
<p>Where are medication returns recorded in the care home?</p>	<p>NHS Lanarkshire Medication Returns Form <input type="checkbox"/></p> <p>Community Pharmacy Returns Book <input type="checkbox"/></p> <p>MAR chart <input type="checkbox"/></p> <p>Other <input type="checkbox"/> <i>Please provide details</i></p>
<p>When a resident transfers out of the care home, does their medication also get transferred with them?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate to care home these medicines should be transferred with the patient.</i></p>

Are there any concerns regarding a higher volume of returns for any resident?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If yes, please flag these patients to the Care Home liaison team & Lead Pharmacist for Care Homes for review</i>
Are medication awaiting to be returned to the pharmacy being stored appropriately? E.g. stored separately and away from residents medication, CDs within CD cabinet.	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, reiterate the importance of safe stored of medicines wastage and segregation from other medicines, to reduce risk of patient safety incident.</i>
Medication Storage	
Are the medicines cupboards/trolleys/fridges big enough, well-constructed and with a good quality lock?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, reiterate the importance of medicines storage, reducing risk of administration errors and over ordering of medicines</i>
Are all cupboards/fridges kept locked at all times?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please note below scenarios where cupboards/fridges are not locked.</i>
Who is responsible for holding the keys to the medicine cupboards/trolleys/fridges?	
Is it only authorised care home staff that have access to the medication keys?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate the importance of named key holders in regard to stock management.</i>
Is there anything other than medicines in the cupboards/trolleys/fridge/Controlled Drug cupboard?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the fridge temperature checked, within range (2° and 8°C) and recorded daily, and the thermometer re-set to ensure an accurate reading the following day?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please review the Care Homes Storage of medication policy and flag if policy needs amended to include daily temperature checks and re-sets.</i>
Are Controlled Drugs stored correctly (i.e. in a metal cabinet bolted to the wall and locked)?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please flag to the Care Liaison team</i>
Are any open liquids marked with the date they were opened?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please reiterate the importance of noting opening dates as some products may need disposed of within a set window once opened. The Care Homes Storage of medication (including fridge and Controlled Drug storage) policy may need reviewed to include.</i>

Audit Summary			
Overall Comments on:			
<ul style="list-style-type: none"> • Communication for medication changes • Medicines Management • Medicines Waste 			
Audit Outcomes / Action Plan			
Action	Lead Person	Timescale	Progress/Update

Appendix 2 - Care Home Medication Returns Checklist

CARE HOME MEDICATION RETURNS CHECKLIST

This form must be completed for all medicines being returned to the Community Pharmacy.

Returns will not be collected by the Community Pharmacy driver if a signed checklist is not attached to each box of returns.

Name of Care Home:	
Date of Return:	

I verify that the medication returns have been checked by myself (care home manager/authorised individual) and adhere to the NHS Lanarkshire policy for medication returns and wastage.

1. Returns only include:
 - medication which has been discontinued
 - medication which is date expired
 - medication from patients who are deceased

2. Returns should not include any excess stock:
 - medication which is in date and is still currently prescribed for the patient
 - food supplements, non-medicated dressings, appliances such as catheters or stoma bags

3. Medication returns are fully documented on the returns sheet for each patient with a valid reason.

Signed:..... Date:

Name: Position:

Appendix 3 - Medication Returns Form

Medication Returns Form

Resident Name	Medication & Strength	Quantity Returned	Reason for Return

Care Home

Signed.....

Job Title.....

Date Returned.....
.....

ONE COPY TO BE KEPT IN CARE HOME, ONE COPY TO BE SENT WITH RETURNS TO PHARMACY.