What’s the one thing you’d take with you on a desert island?
NICE- Supporting safety and quality in social care

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Overview

• Finding what you need
• NICE guideline: Managing medicines in care homes
• Practical tools and resources
  ➢ CQC key lines of enquiry: well-led
• Staying up to date with NICE
Role of NICE

The **national point of reference for advice on safe, effective and cost effective practice** in health and social care, providing guidance, advice and standards aligned to the needs of its users and the demands of a resource constrained system.
Quick guides: a quick, easy way to access key information from NICE on social care topics
“We use NICE guidelines as a benchmark for our service delivery and for improvement in our service. We use NICE guidelines in our team meetings to study a particular topic and improve knowledge for our staff. We also use NICE as a resource for preparation for CQC Inspections.”

Care Home Registered Manager
A new strategy for 2021 to 2026

We've launched our new strategic plan.

The new strategy sets out how we'll work across the health and care sciences sector to improve our products, processes, partnerships and outcomes. We've identified four overarching strategic pillars for the next five years. They show the areas we believe we'll have the biggest impact.

Find out more

Read about our new 5-year strategy.

Guidance

Evidence-based recommendations developed by independent committees, including professionals and lay members, and consulted on by stakeholders.

View all guidance

Conditions and diseases
Health and social care delivery
Health protection
Lifestyle and wellbeing
Population groups
Settings

Care homes

Communities
Community engagement
Drug misuse
Environment
Home
Hospitals
Prisons and other secure settings
Schools and other educational settings
Transport
Workplaces

About us

Find out more about

- who we are
- what we do
and how we support

- social care
- life sciences
- the public
- international health organisations.
Care homes

All NICE products on care homes. Includes any guidance, NICE Pathways and quality standards.

Published products on this topic (82)

Guidance

We use the best available evidence to develop recommendations that guide decisions in health, public health and social care.

Published guidance on this topic (11)

New in the last 6 months (1)  |  Updated in the last 6 months (0)  |  In development (1)

NICE Pathways

Interactive topic-based flowcharts that allow you to navigate our recommendations on any subject.

All NICE Pathways on this topic (11)

Quality standards

Set out priority areas for quality improvement in health and social care.

Published quality standards on this topic (11)

New in the last 6 months (1)  |  Updated in the last 6 months (0)  |  In development (0)
Managing medicines in care homes
Social care guideline SC1 published 2014
1.6 Keeping residents safe (safeguarding)

1.6.1 Commissioners and providers of health or social care services should all be aware of local arrangements for notifying suspected or confirmed medicines-related safeguarding incidents.

1.6.2 Care home providers should have a clear process for reporting medicines-related safeguarding incidents under local safeguarding processes and to the Care Quality Commission (CQC) (or other appropriate regulator). The process should be recorded in the care home medicines policy and should clearly state:

- when the CQC (or other appropriate regulator) should be notified
- which medicines-related safeguarding incidents should be reported under local safeguarding processes and when
- that accurate details of any medicines-related safeguarding incidents are recorded as soon as possible so that the information is available for any investigation and reporting.

1.6.3 Commissioners should ensure that reporting requirements are included in commissioning and contracting arrangements.

1.6.4 Care home staff should contact a health professional to ensure that action is taken to safeguard any resident involved in a medicines-related safeguarding incident. They should follow a process agreed between health professional(s) and commissioners, which sets out who to contact in normal office hours and out-of-hours.

1.6.5 Care home providers should record all medicines-related safety incidents, including all 'near misses' and incidents that do not cause any harm, as a resident safety incident. Where there are notifiable safeguarding concerns these must be reported to the CQC (or other appropriate regulator).

1.6.6 Local safeguarding processes should include the investigation of each report of a medicines-related safeguarding incident and should monitor reports for trends.

1.6.7 Local safeguarding processes should include arrangements for feedback to care homes about reported medicines-related incidents to promote sharing of experiences and learning.

1.6.8 Care home staff should find out the root cause of medicines-related incidents.

1.6.9 Care home providers should make sure that any training needed by staff to find out the root cause of medicines-related incidents is specified in contracts with commissioners.

1.6.10 Care home staff should give residents and/or their family members or carers information on how to report a medicines-related safety incident or their concerns about medicines, using the care home provider’s complaints process, local authority (or local safeguarding processes) and/or a regulator’s process.
Putting NICE guidance into practice

Checklist for health and social care staff developing and updating a care home medicines policy

Implementing the NICE guideline on managing medicines in care homes

Published: May 2014

Policy checklist for managing medicines in care homes (May 2014)
A new strategy for 2021 to 2026

We've launched our new strategic plan.

The new strategy sets out how we'll work across the health and care system and life sciences sector to improve our products, processes, partnerships and people.

Guidance

Evidence-based recommendations developed by independent committees, including professionals and lay members, and consulted on by stakeholders.

Get involved

We want you to be involved in our work. Tell us what matters to you, your organisation or your community.

There are many ways you can get involved as a healthcare professional or a member of the public.

- Register as a stakeholder.
- Comment on a consultation.
- Join a committee.
- Come to a meeting.
- Come to an event.

About us

Find out more about

- who we are
- what we do

and how we support

- social care
- life sciences
- the public
- international health organisations.
### Tools and resources

**Quality Matters**
The Unlocking Capacity: Smarter Together resource helps health and adult social care work better together. It shows how collaborative working can improve outcomes for people and make better use of limited resources.

**Quick guides to social care topics**
Short, visual guides containing key information about social care topics, co-produced with The Social Care Institute for Excellence.

**Quality improvement resource for adult social care**
Our quality statements and medicines recommendations mapped against the Care Quality Commission key lines of enquiry.
- [Download the quality improvement resource](#)(Excel)

**Using NICE guidance in social work**
A range of fictional scenarios which show how our guidelines and quality standards could be used in social work practice, with examples by setting and examples for principal social workers.

**Child abuse and neglect guidance**
Links to specific guideline recommendations and supporting information about child protection best practice.

**Social care trainers’ resource**
Find content to use in your training, including links to guidance and standards, resources to download, and tips on finding guidance.
- [Download the social care trainers’ resource](#)(PDF)
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### What is the resource?

This resource is designed primarily to support the commissioning of adult social care in a way which promotes quality improvement and which improves the well-being of people within CQC priority 3 'commissioning for better outcomes'.

It does this by collating all of the NICE quality statements and managing medicines recommendations that are relevant to adult social care, and showing them mapped against the CQC key lines of enquiry**. They are mapped this way to help commissioners and providers navigate the content as well as to give helpful indicators of actions that could address the essence of any formal CQC requirement.

NICE guidance is based on the best available evidence and is coproduced by a range of experts, including experts by experience. Local authority commissioners and providers have told us that it is valuable as an independent and trusted source of guidance on what works well in adult social care. For more information about the different types of NICE guidelines, please see links at the bottom of this page.

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*NB the resource includes relevant recommendations from Managing medicines in care homes (SC1) and Managing medicines for adults receiving social care in the community (NG67)*

### Who is it for and how can it be used?

The resource has been designed mainly for use by people involved in commissioning adult social care. The resource may also be useful for providers, and to help people understand what is required in terms of quality improvement in adult social care.
## WELL LED: CQC adult social care services framework - are services well-led?

**W1:** Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?

**W2:** Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

**W3:** How are the people who use the service, the public and other stakeholders engaged and involved?

<table>
<thead>
<tr>
<th>QS147: Healthy workplaces: improving employee mental and physical health and wellbeing</th>
<th>Statement 1: Employees work in organisations that have a named senior manager who makes employee health and wellbeing a core priority.</th>
<th>Link</th>
<th>QS61: Infection prevention and control</th>
<th>Statement 2: Organisations that provide healthcare have a strategy for continuous improvement in infection prevention and control, including accountable leadership, multi-agency working and the use of surveillance systems.</th>
<th>Link</th>
<th>QS167: Promoting health and preventing premature mortality in black, Asian and other minority ethnic groups</th>
<th>Statement 2: People from black, Asian and other minority ethnic groups are represented in peer and lay roles within local health and wellbeing programmes.</th>
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<tr>
<td>QS147: Healthy workplaces: improving employee mental and physical health and wellbeing</td>
<td>Statement 2: Employees are managed by people who support their health and wellbeing.</td>
<td>Link</td>
<td>SC1: Managing medicines in care homes</td>
<td>Recommendation 1.1.1: Commissioners and providers (organisations that directly provide health or social care services) should review their policies, processes and local governance arrangements, making sure that it is clear who is accountable and responsible for using medicines safely and effectively in care homes.</td>
<td>Link</td>
<td>QS30: Dementia: independence and wellbeing</td>
<td>Statement 1: People worried about possible dementia in themselves or someone they know can discuss their concerns, and the options of seeking a diagnosis, with someone with knowledge and expertise.</td>
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<td>SC1: Managing medicines in care homes</td>
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<td><strong>SC2: Managing medicines in care homes</strong></td>
<td>Recommendation 1.1.1: Commissioners and providers (organisations that directly provide health or social care services) should review their policies, processes and local governance arrangements, making sure that it is clear who is accountable and responsible for using medicines safely and effectively in care homes.</td>
<td>Recommendation 1.3.3: Providers of health or social care services should have processes in place for sharing, accurate information about a resident’s medicines, including what is recorded and transferred when a resident moves from one care setting to another (including hospital).</td>
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<td>Recommendation 1.6.2: Care home providers should have a clear process for reporting medicines-related safeguarding incidents under local safeguarding processes and to the Care Quality Commission (CQC) (or other appropriate regulator). The process should be recorded in the care home medicines policy and should clearly state: when the CQC (or other appropriate regulator) should be notified which medicines-related safeguarding incidents should be reported under local safeguarding processes and when that accurate details of any medicines-related safeguarding incidents are recorded as soon as possible so that the information is available for any investigation and reporting.</td>
<td>Recommendation 1.3.5: Health and social care practitioners should ensure that all information about a resident’s medicines, including who will be responsible for prescribing in the future, is accurately recorded and transferred with a resident when they move from one care setting to another.</td>
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<td>Recommendation 1.3.7: Care home providers should have a process in the care home medicines policy for recording the transfer of information about residents’ medicines during shift handovers and when residents move to and from care settings.</td>
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Apps for smartphones and tablets

BNF app

Use the BNF app to get the latest prescribing information from the resources within the NHS. Now includes BNFC information.

This app is available to download for free.

Download on the App Store  GET IT ON Google Play
NICE YouTube channel - a collection of 47 videos covering:

- NICE in social care
- Conditions and diseases
- Shared learning
- NICE and what we do

https://www.youtube.com/user/NICEmedia
Staying up to date

- Website [www.nice.org.uk](http://www.nice.org.uk)
- [NICE News](http://www.nice.org.uk) - monthly e-newsletter
- [NICE in social care](http://www.nice.org.uk) - monthly bulletin
- 216,800+ people follow us on Twitter @NICEcomms
- General enquiries [nice@nice.org.uk](mailto:nice@nice.org.uk)
- [Jane.moore@nice.org.uk](mailto:Jane.moore@nice.org.uk)
Any questions?