

Wessex Pharmacy Local Professional Network

Dementia Friendly Pharmacy Framework

Seven Steps to becoming a Dementia Friendly Pharmacy

Over 850,000 people in the United Kingdom have dementia and this number is rising. There is currently no cure and as dementia is a progressive disease, the symptoms will get worse. Alzheimer's Society recently reported that dementia costs over £26 billion a year. The Dementia Friends initiative was launched by Alzheimer's Society to raise awareness of dementia and how people can be supported to live well with dementia. Pharmacy teams are ideally positioned to help patients and their carers to make positive choices about their health, optimise their use of medicines and signpost to other forms of support.

The Wessex Pharmacy Local Professional Network has developed a framework for pharmacy teams to work through to become a Dementia Friendly Pharmacy. The framework is categorised into seven elements:

1. The pharmacy environment
2. The pharmacy team
3. Public health messages including lifestyle
4. Over the counter medicines
5. Prescription ordering and collection / delivery of medicines
6. Medicines adherence
7. Signposting

1. Pharmacy Environment

Have you considered whether you could make any adjustments to make the pharmacy environment more accessible for people with dementia? This may include reviewing signage, lighting and flooring.

http://www.dementiaaction.org.uk/assets/0000/4336/dementia_friendly_environments_checklist.pdf

Essential Criteria	Yes/No	Action to achieve
There is a quiet area for discussion.		
All light bulbs are working.		
Floor space is uncluttered.		
Signage is clear (if available) e.g. medicines counter, exits, prescription reception, consultation room.		
A warm welcome and friendly face.		
Be able to offer a walk round of the pharmacy for a person with dementia and their carer.		
Additional suggestions to consider as you go forward		
If changing staff uniforms consider bright colours – pink and red have been successful.		
Lighting - well-lit, avoiding pools of bright light or deep shadows.		
Consider plain floor finishes – not blue or black. Avoid putting a black mat at the entrance to the pharmacy.		
New or additional signage – bold face with good contrast between text and background, perhaps use symbols.		
Consider making the pharmacy a safe have.		

2. Pharmacy Team

Have you considered what additional training your team could undertake to build more confidence in supporting patients with dementia?

Essential Criteria	Yes/No	Action to achieve
All patient facing staff (this includes your delivery drivers), of the registered pharmacy premises, have registered as Dementia Friends (i.e. watched the 20 minute online video or attended an information session).		
All patient facing staff, of the registered pharmacy premises, have read the 'Customer facing staff guide' from the Alzheimer's Society. https://www.alzheimers.org.uk/download/downloads/id/2061/how_to_help_people_with_dementia_a_guide_for_customer-facing_staff.pdf		
The regular pharmacist and registered technicians have undertaken and recorded a continuing professional development (CPD) activity related to dementia within the last five years. Some suggestions may be found at the following links: https://www.cppe.ac.uk/programme-listings/a-to-z#navTop https://www.alzheimers.org.uk/info/20047/for_dementia_professionals		
The pharmacy team has an awareness of safeguarding vulnerable adults and there are processes in place for reporting concerns.		
All patient facing staff have an awareness of how individual patients with dementia could be better supported in the pharmacy.		
The dispensary team considers adding a note on the PMR system to remind them about what support methods have been put in place for individual patients (as per obligations under regulations to make adjustments and ensure communication to patients).		
With consent, the contact details of a relative or carer are routinely collected for patients with dementia, in case of queries.		

Additional suggestions to consider as you go forward		
All customer facing staff of the whole premises have registered as Dementia Friends (i.e. watched the 20 minute online video or attended an information session).		
All customer facing staff of the whole premises have read the 'Customer facing staff guide' from the Alzheimer's Society. https://www.alzheimers.org.uk/download/downloads/id/2061/how_to_help_people_with_dementia_a_guide_for_customer-facing_staff.pdf		
All customer facing staff of the whole premises have an awareness of how individual patients with dementia could be better supported.		
3. Public Health and Lifestyle	Yes / No	Action to achieve
Are you able to support your patients to reduce their risk of developing dementia?		
Essential Criteria		
The pharmacy team (this excludes your delivery drivers) have read the leaflet from PHE/Alzheimer's Research UK on reducing the risk of dementia. http://www.alzheimersresearchuk.org/wp-content/uploads/2015/01/RRD-0515-0517-Risk-Reduction-Low-Res.pdf		
The pharmacy team can provide advice and information about: <ul style="list-style-type: none"> • Regular exercise • Smoking • Alcohol • Diet • Keeping mentally active/socialising https://www.nhs.uk/oneyou#yO5HXRSYQWjGop80.97 https://www.nhs.uk/livewell/Pages/Livewellhub.aspx		
Signpost to/offer flu vaccinations to carers.		
Signpost to/offer Health Checks (where commissioned by local authority) to		

<p>carers. http://www.healthcheck.nhs.uk/commissioners_and_providers/marketing/dementia_resources/</p>		
<p>Additional suggestions to consider as you go forward</p>		
<p>Have you achieved or are you considering becoming a Healthy Living Pharmacy?</p>		
<p>Further training resources include: Health Matters - dementia https://www.gov.uk/government/publications/health-matters-midlife-approaches-to-reduce-dementia-risk/health-matters-midlife-approaches-to-reduce-dementia-risk</p> <p>NHS Health Check dementia leaflet http://www.healthcheck.nhs.uk/commissioners_and_providers/marketing/dementia_resources/</p> <p>Link between healthy lifestyles and dementia risk reduction http://www.healthcheck.nhs.uk/increasing-dementia-awareness-training-resource/</p> <p>The health benefits of physical activity: depression, anxiety, sleep, and dementia (30 minutes): <a dementia"&page='1&locale=en_GB"' href="http://learning.bmj.com/learning/module-intro/physical-activity-cancer.html?moduleId=10052400&searchTerm=">http://learning.bmj.com/learning/module-intro/physical-activity-cancer.html?moduleId=10052400&searchTerm="dementia"&page=1&locale=en_GB</p> <p>Making Every Contact Count http://www.makeeverycontactcount.co.uk/</p>		

4. OTC medicines		
Have you considered how to deal with patients with dementia who make repeated requests for OTC medicines?		
Essential Criteria		
There is an agreed process for dealing with repeated requests for OTC medicines by patients with dementia.		
<p>The pharmacy takes extra steps to support a patient with dementia when purchasing OTC medicines.</p> <p>For example:</p> <p>Do you help a patient choose between medicines if they are struggling to make a decision?</p> <p>Do you allow more time for the interaction?</p> <p>Could you move to another till point if available?</p> <p>Do you check a patient's change with them where appropriate?</p>		
5. Prescription ordering, collection and delivery	Yes / No	Action to achieve
Have you considered whether you could make any adjustments to how prescriptions are ordered, collected or delivered for patients with dementia?		
Essential Criteria		
Patients are supported to complete their repeat request slip for example by using plain terms - heart tablet, blood pressure tablet, colour or description of tablet.		
Patient's suitability for electronic Repeat Dispensing has been considered.		
Mechanism is in place for supporting a patient who is inappropriately reordering their medicines e.g. note on PMR.		
Liaise with the GP practice if you consider a patient may be inappropriately reordering their medicines.		

Support patients to complete the exemption declaration on the reverse of the prescription, when needed.		
Remind patients of when medicines are next due.		
Additional suggestions to consider as you go forward		
Another system for checking proof of identity if a patient cannot remember their address is available.		
Patients are telephoned to remind them when the delivery driver is coming.		
Deliveries are made at consistent times (e.g. at the same time each week) with a note for the patient.		
6. Medicines Adherence	Yes / No	Action to achieve
What examples do you have of where you have supported patients with dementia with medicines adherence?		
Essential Criteria		
Pharmacy staff check that the patient understands what they are being told when explaining about medicines – the patient is physically shown the medicines if possible.		
The pharmacy provide adherence aids such as reminder charts, where appropriate.		
The pharmacy provides feedback to the GP requesting the patient has specific indications on the prescription to help with medicines labelling e.g. for pain relief, when appropriate.		
The pharmacy provides feedback to the GP requesting the patient has specific administration times detailed on the prescription to help with medicines labelling e.g. breakfast, lunch, bed time, when appropriate.		
The pharmacy provides a consistent make of medicine to reduce confusion caused by changing colours, shapes and packaging where stock availability allows.		

The pharmacy can provide medicines in a monitored dosing system (MDS) in line with professional and local guidance.		
Instructions on how to use the MDS are provided to the patient and their carer/relative if appropriate.		
The pharmacy liaises with the patient's GP if there are concerns that the patient's condition is deteriorating.		
The pharmacy considers contacting the patient or their carer if medicines are consistently not collected.		
Additional suggestions to consider as you go forward		
A record is made of medicines returned so that an adherence intervention can be made if ongoing non-adherence.		
Patients and carers, if appropriate, are asked during an MUR if the patient has completed a personal care plan such as Alzheimer's Society 'This is Me document' and this is noted on the PMR. https://www.alzheimers.org.uk/download/downloads/id/3423/this_is_me.pdf		
Liaise with and utilise the pharmacists in GP practices, when appropriate and where available.		
7. Signposting	Yes / No	Action to achieve
What have you implemented in your pharmacy to signpost patients with dementia?		
Essential Criteria		
The pharmacy has leaflets available about dementia and carers (see end of section for some suggested resources).		
The pharmacy has information available about Local Action Groups for patients and carers.		
The pharmacy has website addresses and telephone numbers available for		

national support groups.		
The pharmacy refers patients to their GP if the patient is concerned about memory loss or is showing signs of dementia.		
Additional suggestions to consider as you go forward		
The pharmacy is aware of and collaborating with care navigators where available.		
The pharmacy may consider collaborating with the police to provide support, where appropriate.		
The pharmacy encourages carers to look at the Alzheimer's Society website and other charity websites to make use of their excellent resources. www.alzheimers.org.uk https://www.alzheimers.org.uk/info/20011/find_support_near_you#!/search www.carersuk.org www.dementiauk.org http://www.alzheimersresearchuk.org/wp-content/uploads/2015/01/RRD-0515-0517-Risk-Reduction-Low-Res.pdf		

By completing this framework you will have contributed to the delivery of the Wessex Pharmacy LPN pledge to Dementia Action:
www.dementiaaction.org.uk

1. Develop a Dementia Friendly Pharmacy Framework for Wessex
2. Deliver engagement events across Wessex to inspire pharmacy teams to deliver the framework
3. Support pharmacies across Wessex to become Dementia Friendly Pharmacies