



Care Home News



HWEICB Social Care Integration team

Issue 7

December 2024

- LASA medication
- NHS mail
- CD Series - Part 1 Recording

LASA Medication

What are look-alike, sound-alike medicines?

These are medicines that either look similar, often due to having similar packaging, or have similar sounding names (either when written on a prescription or said out loud, for example, over the phone or in person). These are called look-alike, sound-alike medicines or LASA medicines.

Examples:

Amlodipine - Amitriptyline

Propranolol - Prednisolone

Carbamazepine - Carbimazole

Rosuvastatin - Rivaroxaban

What are the risks?

Medicines that look or sound similar to other medicines can be mistaken for the wrong medicine and so extra care has to be taken when administering them. This is why it is always important to have a robust process in place to support your residents in taking their medication including following the 6 R's of administration.

- | | |
|-------------------|-----------------------------|
| 1. Right Person | 4. Right Dose |
| 2. Right Medicine | 5. Right Time |
| 3. Right Route | 6. Person's right to Refuse |

NHS MAIL

A reminder that it is now nationally mandated that all health and social care organisations must have secure email in place. Care providers **must** meet the secure email standard as detailed here: <https://digital.nhs.uk/services/nhsmail/the-secure-email-standard>

All emails containing any sensitive/confidential patient information emails sent to and from health and social care organisations must meet the secure email standard (DCB1596) so that everyone can be sure that sensitive and confidential information is kept secure.

NHSmail queries: NHSmail helpdesk
 Email: helpdesk@nhs.net
 Phone: 0333 200 1133

Account unlocking and password resets: <https://support.nhs.net/article-categories/user-passwords/>

Example of BAD recording answers

CONTROLLED DRUG – NAME, FORM, STRENGTH ... Durogesic Dtrans patch **1** SERVICE USERS NAME Mabel Smith.....

Date Supply Obtained	Name and address of person/supplier from whom obtained	Quantity Obtained (from supplier)	Current Balance In stock	Date	Time	Quantity Supplied (to service user)	Quantity Disposed	Given/Disposed by (signature)	Witnessed by (signature)	Balance Left In Stock
1	2	3	4	5	6	7	8	9	10	11
1/10/24	pharmacy	4	4					AR	TF	8
			8	2/10/24	09.30	3 2		2	TF	7
			7	5/10/24	09.24	1		AR	TF	4 5
			6	8/10/24	09.14	1		AR	5	5
		6 5		11/10/24	09.15		1	AR	TF	4
		4		14/10/24		Returned to pharmacy		TF	AR	7
8										

- 1. Missing strength
- 4. Balance overwritten
- 7. Missing stock balance
- 2. Missing signature
- 5. Missing witness signature
- 8. No record of stock check
- 3. Error crossed out
- 6. Current balance scribbled over

Example of GOOD recording

CONTROLLED DRUG – NAME, FORM, STRENGTH ... Durogesic Dtrans 50mcg/hr patch..... SERVICE USERS NAME Mabel Smith.....

Date Supply Obtained	Name and address of person/supplier from whom obtained	Quantity Obtained (from supplier)	Current Balance In stock	Date	Time	Quantity Supplied (to service user)	Quantity Disposed	Given/Disposed by (signature)	Witnessed by (signature)	Balance Left In Stock
1	2	3	4	5	6	7	8	9	10	11
<i>Balance carried forward from page 24</i>										
1/10/24	Pharmacy	4	4					TF	AR	8
			8	2/10/24	09.30	1		AR	TF	7
			7	5/10/24	09.24	1		AR	TF	6
7/10/24				<i>Balance checked and correct</i>				TF	AR	6
			6	8/10/24	09.14	2		TF	AR	5
			6	8/10/24	09.14	1		TF	AR	5
			5	11/10/24	09.15	1		AR	TF	4
				12/10/24		Returned to pharmacy		TF	AR	0
<i>*entered in error TF & AR 8/10/24*</i>										

Discrepancies

- Entry errors must not be crossed out. Errors should be marked as “entered in error” signed, witnessed and dated. The correct entry should then be made using a new line. Crossing through errors or signing on behalf of another member of staff is not permitted.
- If there is a balance error, check back over the controlled drugs register entries to ensure that there has not been a bookkeeping or numerical error. Check the MAR chart and records of medicine disposal. If the discrepancy can be identified the outcome should be recorded and the CD register should be corrected with a retrospective entry referencing how the discrepancy was resolved.
- CD incidents should be reported by the care home using the [Sign in \(cdreporting.co.uk\)](http://cdreporting.co.uk), registration is required to report.
- Incidents involving CDs must be reported to the Care Quality Commission (CQC).

Please refer to our CD guidance for further information: [HWEICB Controlled Drugs Guidance](#)



Please send details of any queries /requests for support to the team e-mail address hweicbenh.pharmacycarehomes@nhs.net Emails are monitored Monday-Friday, 9am-5pm (exc Bank Holidays) and you will receive a response within three working days. Patient identifiable details should ONLY be sent from and to secure email addresses (NHS.net to NHS.net). More information, guidance documents & newsletters can be found at our new website [Prescribing, Policies and Pathways \(hweclinicalguidance\)](#)

