

15% Group Booking Discount\*

# Outstanding Medication Management in Care Homes and Community Settings

A Comprehensive Course for  
Managers and Senior Staff

## Virtual Masterclass



### Facilitated by

John Greene BSc (HONS) Pharmacy, Lead Trainer and Director The Medication Training Company  
Susie Ogden MPharm, Trainer and Training Developer at The Medication Training Company



## **COURSE OUTLINE**

During this masterclass you'll learn how to manage and learn from medication errors. This course allows you to ensure that you and your team are managing medicines correctly, so the people who you support are kept safe. You'll also learn how to meet and exceed the latest regulatory and best practice requirements and gain top ratings from the CQC through the use of our targeted, in-depth audit tool.

## **PROGRAMME OUTLINE**

This workshop is split into two parts:

### **1. How to manage and reduce the risk from medication errors**

Managing medication errors is a challenging part of anyone's role, but by trying to reduce medication error numbers alone, that's the wrong approach. Errors are your opportunities to learn and to improve; you need this data to learn. Therefore you need to encourage reporting and counterintuitively, with success, reported incidents might even go up.

But your key metric is to measure the harm they cause and see this go down.

This course will teach you how to manage, report and learn from medication incidents. It will enable you to provide the correct response to Safeguarding Teams and the Care Quality Commission. It will also enable you to reduce the chance of harm from medication incidents occurring by learning from them.

### **2. How to attain and maintain top ratings from CQC for managing medicines**

We've examined over 100 CQC reports to see which areas CQC currently target when inspecting medicines. We'll see how others have achieved Good / Outstanding in their inspection reports, ensuring you meet all legal and best practice responsibilities.

We'll also provide you with an in-depth medicines audit tool developed and field tested over many years. It provides a deep dive into your medication management processes to ensure that you attain and maintain high inspection results.

## **WHO SHOULD ATTEND**

Managers and senior staff who manage medicines in care homes and other social care settings.

## **FACILITATOR**

This workshop is led by John Greene: a registered pharmacist with over 30 years' of experience. John is the lead trainer and owner of the Medication Training Company. Since 2004 John and his team have supported more than 25 local authorities and hundreds of private care providers with consultancy, medication policy writing, audits and training. John has also authored 5 books on the subject.



## LEARNING OBJECTIVES

- Which areas are CQC currently targeting when inspecting medicines?
- How have some providers achieved good or outstanding in these areas?
- Where did other providers receive requires improvement or inadequate?
- Receive our in-depth audit tool to ensure you gain and maintain top ratings from CQC
- Understand why it's best to focus on harm reduction rather than trying to reduce medication errors
- See how some of the world's safest care providers achieved a reduction in harm from errors
- Create a reporting system to ensure the whole organisation learns from incidents
- Outline what an 'Outstanding' incident reporting system looks like to CQC
- Explain which medication incidents need reporting to Safeguarding and CQC
- Demonstrate root cause investigation so you can learn from your medicine's incidents
- Explain how to spread the learning from medicines incidents
- Use the Incident Decision Tree to understand when staff need support vs intervention
- Receive our template error (OTL form) to report errors and carry out root cause analysis

## PROGRAMME

### 9.25 REGISTRATION

9.30 Introductions and objectives for the day

9.45 Managing and learning from Medication Errors

*How common are medication errors – a look at the data.*

*What is a Just Culture?*

*A focus on systems – Have a clear simple set of procedures rather than a tick box medication policy.*

*Capturing error data: why you should focus on harm reduction rather than error reduction.*

*See how some of the world's safest care providers achieved a reduction in harm.*

### 11.15 Comfort Break

11.30 Common mistakes made with the design of error forms.

*Our OTL (Opportunity to Learn) Form.*

*Notification to CQC and safeguarding.*

*Think systems rather than just competence and re-training.*

*Root cause analysis of medication errors – a case study.*

*Using the Just Culture Decision Tree: How to balance zero blame/learning culture with the need to hold people accountable for their actions – a case study*

### 12.45 Lunch Break

13.15 Attain and maintain top ratings from CQC for managing medicines

*The top 12 medicines inspection areas targeted by CQC: How to achieve good or outstanding and stay out of requires improvement / inadequate*

14.15 An introduction to our in-depth medicines audit tool and how to use this.

15.00 Open Forum and Moving Forward

### 15.15 Close of day





**VENUE**

This is a virtual online live masterclass, with private login details for access. There are also further resources including downloads and audit tools. Login details will be sent before the event.

**PRICING**

Each seat at this masterclass is £295.00 plus VAT (£354.00), or £250.00 plus VAT (£300.00) for charitable and voluntary organisations. A group discount of 15% is available.

**GROUP DISCOUNTS**

A group discount of 15% is available to all attendees from the same organisation for the same masterclass. When the discount is applied each seat is £250.75 plus VAT (£300.90) or £212.50 plus VAT (£255.00) for charitable and voluntary organisations.

**TERMS AND CONDITIONS**

A refund, less a 20% administration fee, will be made if cancellations are received in writing a minimum of 4 weeks before the masterclass. Unfortunately any cancellation made within four weeks of the event cannot be refunded. Refunds for failure to attend cannot be made, but substitute attendees are welcome.

**CONFIRMATION OF BOOKING**

All bookings will be confirmed by email. Please contact us if you have not received confirmation within 10 working days of submitting your booking.

**CONTACT**

The Medication Training Company  
1A John Street  
Shoreham By Sea  
BN43 5DL

[www.medicationtraining.co.uk](http://www.medicationtraining.co.uk)

01273 917210

[info@medicationtraining.co.uk](mailto:info@medicationtraining.co.uk)

