



# Supervised Consumption Services

## Schedule 1

### The Services and Service Levels

#### Introduction

Humankind have been commissioned to provide drug and alcohol treatment services for the residents of the Community Service

The services commissioned are designed to offer and promote recovery from the misuse of a variety of drugs, medication and alcohol. In delivering a complete system of treatment and engagement, focused on recovery, pharmacies are identified as a key component which liaises closely with practitioners and Service Users. Humankind and the Local Pharmaceutical Committee agree to work in partnership to deliver evidence-based responses to substance misuse for the Community Service.

#### Aims

The overall aims of community pharmacy based supervised consumption services are to assist the Service User to:

- Consume their medication in the dose, manner and frequency agreed with the practitioner;
- Conform with the wider requirements of their treatment/recovery plan;
- Reduce drug-related harm;
- Maintain regular contact with a healthcare professional.

In delivering the service the pharmacy has a crucial role in:

- Improving retention in drug treatment by:
  - Effectively communicating with prescriber and key worker concerning any attendance issues;
  - Providing advice and information and signposting to services for the benefit of the service user's health;
- Reducing the risk to the local community by:
  - Preventing the diversion of prescribed medication;
  - Ensuring the prescribed medication is consumed correctly and;
  - Assisting the service user to manage their doses safely;
- Enabling the service user to be integrated into the community through delivering the service in an equitable manner.



## **1 Access to Service, Service Pathways**

- 1.1 Supervised Consumption Services shall be available to all Service Users of the Community Service accessing treatment and require a prescription of methadone, buprenorphine, Suboxone and/or such other drugs that become available, and which require supervision of consumption.
- 1.2 Service Users will be deemed eligible to receive Services if they are referred by the Community Service and identified by the Supplier on the prescription as requiring Supervised Consumption.
- 1.3 As a minimum standard, all Service Users meeting the criteria of clause 1.1 and 1.2 above, shall be residents of the locality covered by the Community Service
- 1.4 The Supplier shall be responsible for delivering all terms and conditions, including service provision, as detailed within this Agreement, at all times during its' duration, regardless of periods of staff absences.
- 1.5 The Supplier shall ensure that appropriately qualified and trained members of staff are available at all times to deliver the Service.
- 1.6 The Supplier shall inform Humankind of any limit on the number of individuals who can be supervised on the premises. This number shall be agreed at the beginning of the contract and may be adjusted during the year in consultation with Humankind.
- 1.7 The Prescriber or Recovery The Supplier shall agree with Humankind and the service user on the the best times to attend for supervision so that as far as possible:
  - The day to day activities of the pharmacy are not greatly disturbed;
  - The service user is able to consume their medication in privacy.

## **2 Service Standards**

- 2.1 The Supplier shall provide an environment which is non-discriminatory and as private as possible within the confines of the pharmacy building, within which an individual can be observed regarding their consumption.
- 2.2 The Supplier shall follow the schedule of Supervised Consumption as detailed on the prescription which maybe up to daily. Where applicable, prescriptions are issued which allow "take home" doses to be dispensed to cover the times when the pharmacy is closed.
- 2.3 All medicines and doses marked as requiring supervised consumption covered by this agreement shall be administered in accordance with the schedule as marked. If for any reason adherence to the schedule is not possible (closure of the pharmacy) the Supplier shall contact the prescriber and discuss an alternative schedule and replacement prescription.
- 2.4 All doses marked as requiring supervision shall be observed until the pharmacist or assigned technician, is satisfied that all medication has been consumed and in accordance with the



requirements of the Service Users treatment plan and the manufacturer's guidance. The pharmacy may need to provide water for the purposes of facilitating consumption.

- 2.5 Where a dose (or doses) is to be dispensed as a "take home dose(s)" the pharmacy shall ensure the service user has been made fully aware of any risk to safety to other people, including vulnerable adults and children and have been made aware of the ways in which the medication can be stored safely.
- 2.6 The Supplier shall satisfy themselves that the prescription is genuine, that the Service User is the same as on the prescription and is fit and well enough to be dispensed the medication. Should it be felt inappropriate to dispense, the Community Service shall be immediately informed and the Service User signposted to return to the Community Service.
- 2.7 The Supplier shall not dispense a controlled drug prescription if it does not fully comply with legal requirements.
- 2.8 The Supplier shall immediately contact the Community Service prescriber should they feel that there is an error or other with the prescription and shall facilitate alteration or reissue of the prescription so as to minimise any delay in dispensing.
- 2.9 Dispensing will be carried out in line with the pharmacy's opening hours and this will be reflected within the Supervised Consumption schedule detailed on the prescription. In the event opening times change the pharmacy shall communicate this to the Community Service with a minimum of 12 weeks notice.
- 2.10 In the case of specific dispensing requirements, the pharmacy shall ensure that all medication has been swallowed and may need to provide water for the purpose of facilitating consumption.
- 2.11 Medications which require supervised consumption are as follows:
  - Methadone
  - Buprenorphine (or Subutex<sup>®</sup>)
  - Suboxone

With agreement it may, from time to time, be necessary to provide supervision of other medicines which are used for the management of opiate dependence.

- 2.12 The pharmacy shall ensure that the Service User has access, at all times, to the most current information relating to treatment options and harm minimisation interventions and are signposted to the Community Service to access appropriate services. Service Users may also be given advice, reading material and be signposted to other services, by the Supplier, as appropriate
- 2.13 Where a Service User has not attended for their supervision the pharmacist will record this appropriately (see section 3.1 below) and shall contact the Community Service prescriber/key worker in the following circumstances:



- The Service User has missed doses, either consecutively, or on different days during the course of their prescription
- The Service User appears to be intoxicated to the point where medication cannot be administered
- The Service User appears significantly unwell and or identifies issues that should be considered by the Community Service
- The individual is abusive or threatening to staff or members of the public

### **3 Performance and Contract Monitoring**

The Supplier:

- 3.1 Shall have in place a written standard operating procedure which forms part of staff induction. This procedure will detail the pharmacy's processes and responses to requests for and the administration of supervised medication and will outline the requirements of each member of staff detailed with the delivery of this service.
- 3.2 Shall, at all times maintain accurate, contemporaneous records of Service Users receiving Services on the approved database.
- 3.2 Shall communicate regularly, effectively and within Humankind guidance, with; Humankind, the Community Service and with the Service User.
- 3.3 May be required to conduct an audit of the Services verifying the reported data.
- 3.4 Humankind reserves the right to request any data and/or records relating to the delivery of the Service' in order to monitor, evaluate and review the effectiveness of the Service and/or the Supplier's performance.
- 3.5 The Supplier shall comply with any reasonable request for data within 14 days of such request.
- 3.6 On review of the data provided, Humankind may make recommendations to the Supplier to improve the performance of the Services and the Supplier shall use its reasonable endeavours to act upon these recommendations as soon as reasonably practicable.
- 3.7 The Supplier shall take into account any guidance issued from time to time by or in conjunction with Humankind or the Community Service, when supplying the Services.
- 3.8 In the absence of local guidelines, the Supplier is expected to be familiar with and adhere to the latest edition of National Guidelines by the DH/RCGP (the Orange Guidelines) and by NICE.
- 3.9 Each pharmacist who has management responsibility for the pharmacy and delivery of the Service will be a member of the General Pharmaceutical Council and shall have completed the relevant CPPE course concerning substance misuse. The pharmacy shall ensure that locum cover is provided to the same standard as normal cover



#### 4 Working in partnership

The Supplier shall receive:

- 4.1 Telephone access to the prescriber named on the prescription or a senior specialist Doctor and or a Recovery Co-ordinator/Recovery Navigator - within Humankind during usual business hours
- 4.2 Assistance with the software database programme and or verification of the data against invoicing, if required
- 4.3 Service User leaflets and information for distribution, as appropriate
- 4.4 Invitation to any suitable training or information events as hosted by Humankind

Signed duly authorised for and <b>on behalf of the supplier</b>	
Signed:	
Print Name:	
Date:	

Signed duly authorised for and on behalf of <b>Humankind Charity</b>	
Signed:	
Print Name:	Sam Higgins
Date:	01/11/2018