



**The care home**  
Langley House provides specialist care for 11 residents with complex needs.

**Medicines**

# Pilot: Managing interruptions at Langley House, Somerset

Medication administration errors are common in the care home setting, exposing residents to risk of harm as well as adding additional challenges for care home staff and managers to overcome.

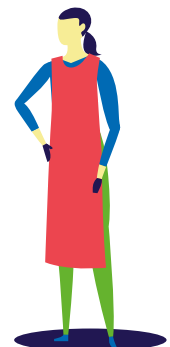
As part of NHS England's National Medicines Safety Improvement Programme, the South West Patient Safety Collaborative is working to improve the safety of medicine administration in care homes in South West England by managing interruptions, three-way communication, safety huddles, and learning from events, incidents and errors.

## What we did before the pilot

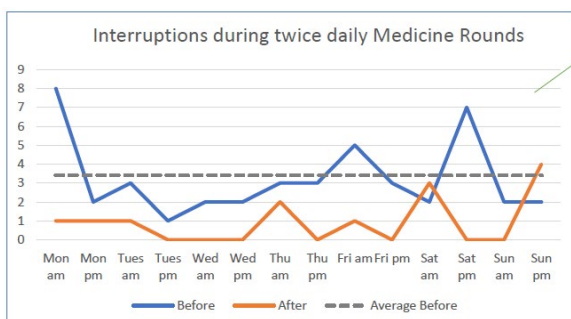
- Recorded the interruptions during the twice daily Medicines rounds for 1 week
- Nominated **Medicine Safety Champions** to share their knowledge & professionalism with staff
- Champions went through examples of consequences and scenarios with staff
- Communicated **Key messages** and the importance of behaviour change to all staff
- Assessing of **all staff** to a competent level to enable them to give medications
- Informed **Staff** to direct any questions to other members of the staff team as, between them, they should be able to answer them.

## Actions during the Medicines round

- New aprons were worn by staff on Medicine rounds
- Interruptions during the medicine round were recorded for 1 week
- Staff were reminded not to direct questions to the staff on the medicines round



The total number of interruptions in a week went down from 45 to 13. Staff questions went down from 22 to only 6.



A Safety attitude Survey was completed by staff before and after the pilot, and showed improvements in most areas.

