



Introducing Ourselves

We are a real, bricks and mortar pharmacy, who have been in business for over 20 years. We specialise in providing pharmacy services to CareHomes, Domiciliary Patients, Sheltered Housing and Assisted Living Centres.

We are a family owned business. We have over 100 dedicated members of staff, ranging from pharmacists, dispensing technicians to delivery drivers. They are all trained in various aspects of their jobs, with the sole purpose of looking after our clients. We provide a highly personalised service, depending on the exact needs of our clients. We listen carefully and then aim to deliver in precisely the manner that is agreed with the client.



Our Service

We will liaise with the CareHome and determine a sensible cut-off time for the same day mid-cycle medication deliveries. This will take into account the timings of the doctor visits and the requirements of the CareHome. Our cut-off times are much later than most of the other pharmacies, giving the opportunity to the CareHome to start administering the medication on the same day. Upon request, in the event of an emergency, we would make special arrangements to deliver the medication to the CareHome even after the agreed cut-off time. This should provide the very best service to our clients.

We already look after a number of CareHome clients, for the very small (5 residents) to the very large (120 residents). The types of residents also vary, from young to the elderly, from dementia sufferers to the learning disabilities. Our clients also tend to fall into small owner-managed proprietor to large multi-national operators. What distinguishes us from the competition is that we look after each and everyone of our customers with the same degree of care and respect. We are sensitive to the needs of all of our clients. Our clients tend to stay with us, once they are spoilt with our service! Our oldest clients go back to the very beginning, when the pharmacy was opened more than 20 years ago. Testimonials are available upon request.

CareHome Pharmacy

61 Wolverhampton Street
Willenhall, WV13 2NF
Freephone: 0800 078 7487
Freefax: 0800 078 7488
Email: service@carehomepharmacy.com
Website: www.CareHomePharmacy.com





Training

For all of the systems that we offer, tailored training will be delivered on the first day that the medication is delivered to your CareHome. The training is delivered by highly skilled members of our team, who have several years of experience.

Our training for the CareHome staff at a basic level is designed to ensure safe handling and administration of medicines to the residents. The trainer will go through the procedures for recording of the medication and the re-ordering procedure. They will leave a card with contact details of the CareHomePharmacy.com staff team who will look after the CareHome.

We plan to introduce online training to more experienced staff. The training can be undertaken in the CareHome setting or in the comfort of the learner's own home, provided they have access to internet. This will save valuable time away from work or home! An accredited training certificate will be issued upon successful completion of the course.

Support

We further provide support to our CareHome clients by providing regular compliance audits. These will highlight any weaknesses or shortcomings in the systems in place at the Care Home. Feedback is provided to the manager or senior staff at the CareHome. Advice and assistance with improvements will also be provided, where appropriate.

Upon request by the CareHome, we can come in specially to provide specific advice and assistance with administration of medicines. This can sometimes be following a regulatory inspection or sometime in advance of one. If required, we can assist with dialogue with the Inspectors in respect of the medication system.



CareHome Pharmacy

61 Wolverhampton Street
Willenhall, WV13 2NF
Freephone: 0800 078 7487
Freefax: 0800 078 7488
Email: service@carehomepharmacy.com
Website: www.CareHomePharmacy.com

CareHome
PHARMACY
where service matters



Other Services

GROUPS

For groups of CareHomes we can provide a tailor-made package which will not only enable you to provide consistent level of care and standard across all your CareHomes, but also give you the freedom of putting control mechanism at a central location.

MEDICATION DISPOSAL

We provide facilities for safe disposal of unwanted and out of date medicines from all our CareHome clients.

PRESCRIPTION ACCESS

We provide you access to the prescriptions collected on behalf of your residents within minutes of these being picked up from the doctors. This is normally in electronic form, but can be arranged in paper form, if required. This advanced access will help you in organising your care treatment plans and provide early warning of what medication deliveries to expect later in the day.

STOCK AVAILABILITY

As we run one of the largest pharmacies in the country, and we self-distribute to our other pharmacies from our own warehouse facility, we tend to stock a very wide range of stock items, especially for the CareHomes. It is rare that we do not have a regular item in stock.

DRUGS TROLLEY

To assist our CareHome clients in managing the medication system, we loan drugs trolleys for secure storage and administration of the medication.

FAX MACHINES

We also loan fax machines to enable CareHome clients to fax any urgent prescriptions, which have been issued after the normal cut-off times, for same day delivery, wherever possible.

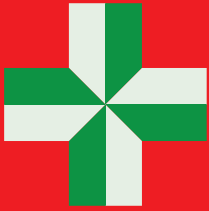
We can offer other facilities and services, depending on the individual circumstances and requirements of the CareHome. Please do contact us to discuss your particular needs. You will be pleased you have contacted us.



CareHome Pharmacy

61 Wolverhampton Street
Willenhall, WV13 2NF
Freephone: 0800 078 7487
Freefax: 0800 078 7488
Email: service@carehomepharmacy.com
Website: www.CareHomePharmacy.com

CareHome
PHARMACY
where service matters



We are Unique!

We are the only pharmacy that delivers **EVERY SINGLE DAY OF THE YEAR!** That's right – Christmas Day, Boxing Day, New Years Day, all Bank Holidays! We have a fleet of vans delivering medication to our clients every day.

We are the only pharmacy that offers **ALL COMPLIANCE SYSTEMS** on the market. We are not tied to any particular system. We listen to the requirements of our clients and then advise them on a system that is best suited to their particular needs. Ultimately, it is our clients who choose the system that best meets their requirements.

The compliance systems that we supply can broadly be classified as Weekly or Monthly. We further give you, the Carer complete control to choose whether you would like a disposable or a re-usable system within the weekly and the monthly categories of systems. You also have the option of cold or hot sealed system.

The medication through our system is designed and arranged to meet your requirement as an end user not the end user having to fit in with the system available.

In order to keep a complete audit trail of medication supplied, we provide you with the **MAR (Medicine Administration Record)** charts which lists the medication, start date, dose and quantity supplied. These MAR charts can further be used for Recording and re-ordering the prescriptions for the next cycle.

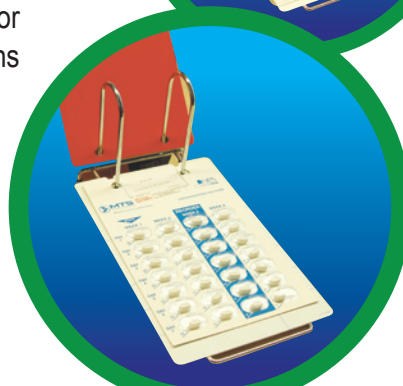
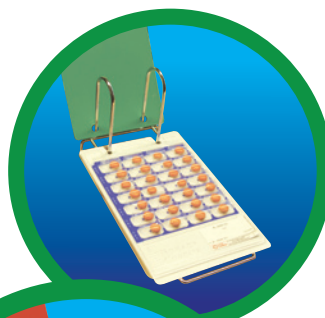
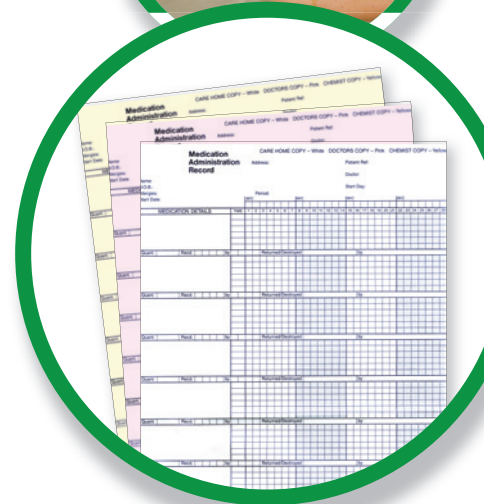
CareHome Pharmacy

61 Wolverhampton Street
Willenhall, WV13 2NF
Freephone: 0800 078 7487
Freefax: 0800 078 7488
Email: service@carehomepharmacy.com
Website: www.CareHomePharmacy.com

Opening Hours

Monday	8:30am to 8:00pm
Tuesday	8:30am to 8:00pm
Wednesday	8:30am to 8:00pm
Thursday	8:30am to 8:00pm
Friday	8:30am to 8:00pm
Saturday	8:30am to 7:00pm
Sunday	10am to 2pm

All Bank Holidays 10am to 2pm



CareHome
PHARMACY
where service matters



Interested in our services?

Visit us online at: www.CareHomePharmacy.com
or email us at service@carehomepharmacy.com

Tel: 0800 0787 487 Fax: 0800 0787 488

TEAR HERE

COMPLETE AND RETURN FREEPOST

Name of Care Home.....

Address

.....

.....

Post Code

Number of beds

Best time to contact.....

Contact Name

Job Title.....

Telephone

Mobile.....

Email.....

CareHome Pharmacy

61 Wolverhampton Street
Willenhall, WV13 2NF
Freephone: 0800 078 7487
Freefax: 0800 078 7488
Email: service@carehomepharmacy.com
Website: www.CareHomePharmacy.com

CareHome
PHARMACY
where service matters

Does your current service provider:

Open every day of the year?

Deliver every day?

Offer advice for storage and record keeping?

Provide all weekly, monthly, reusable, disposable medication administration systems?

If not... why not?

**Demand a
better service.**



CareHome Pharmacy

61 Wolverhampton Street
Willenhall, WV13 2NF
Freephone: 0800 078 7487
Freefax: 0800 078 7488
Email: service@carehomepharmacy.com
Website: www.CareHomePharmacy.com



**CareHome Pharmacy
FREEPOST
61 Wolverhampton Street
Willenhall
WV13 2NF**