



Scorah Chemists Omnicell eMAR Case Study

RB Healthcare consists of four independent pharmacies based in the North West. One of the pharmacy branches, Scorah Chemists has developed a Managed Care Service package which allows them to work in close partnership with care homes. The team reviewed this package to see where digital technology could help make their services more efficient and improve patient safety.

Having a very close working relationship with Borough Care (a group operating 11 care homes across Stockport, Manchester) allowed them to explore this technology initiative by implementing an electronic medication administration record, Omnicell eMAR across the group. Omnicell eMAR was piloted at one of Borough Care homes. Following on from this successful pilot, Omnicell eMAR has now been rolled out across the remaining homes. The final installation took place in April which was at an Active Recovery residential care home which cares for residents with complex medication needs.

“Omnicell eMAR is what our pharmacy and Managed Care Services package has been missing. We are now offering Omnicell eMAR as part of our package to help ensure our care home customers are managing and administering medicines safely and efficiently.”

Rishi Bhatia, Pharmacy Owner at RB Healthcare

Making medication administration

safe simple compliant



Top benefits realised by Scorah Chemists:

- Improved efficiencies with workflows**
 The traceability and transparency of the system has improved the pharmacy team's workflow allowing them to complete tasks associated with eMAR more quickly. No time is wasted fixing issues that were associated with the paper MAR charts.
- Compliant with the NHS Digital IG Toolkit**
 Provides peace of mind that data is stored in a controlled and safe way, 100% of the time. This also ensures that the pharmacy are meeting policies and standard regulations.
- Immediately amend prescriptions**
 A reduced risk of potential medication errors as the pharmacy can immediately detail any changes to prescription, including dose, on a centralised database which can be viewed by both pharmacy and care home.



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Benefits realised across Borough Group since introducing Omnicell eMAR



Significantly decreased medication errors across the Group

The barcode scanning function ensures that drugs and doses are correct and that medication is given to the right person at the right time, every time.



Partnership

The Group has been well supported by the pharmacy (RB Healthcare) and the providers of the system (Omnicell) which has developed into a strong partnership. The pharmacy are always at hand for any queries and have provided additional training to the care team whenever required. The providers have developed a rolling cycle system specifically for the Group as the Active Recovery residential care home has a high turnover of residents.



PRN medicines

As the exact time of medication administration is recorded on the system, the care staff know when exactly to administer the next dosage. This has improved the accuracy of administering PRN medicines across the Group.



Clear audit and dashboard that can be accessed remotely

Provides management with a transparent and straightforward picture of medication administration. This can be accessed remotely which is a huge benefit for management of a Group.

“At first our care staff found it a difficult to adapt to the new system as they were used to dealing with blister packaging rather than original packaging. Nevertheless Omnicell eMAR has been smoothly rolled out across the Group. This is a great team effort from our staff who have embraced the system and from the pharmacy and the suppliers of the system who have supported us with training and helped us to iron out any challenges that we have encountered along the way.”

Valerie Egan, Head of Care at Borough Care Group

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