

## Appendix 3

### Template letter for social care agencies.

Dear Carer,

#### **Re: Use of Multi-compartment Compliance Aids (MCAs) (Dosette boxes or Blister Packs.)**

Over time there has been a move towards using more MCA packs filled by the community pharmacists and their teams to support patients. These may have some advantages, but they can have some problems too.

Dispensing of medicines into an MCA is only funded by the NHS in very limited circumstances, when patients are managing their own medicines without any support from a professional carer, where the medicines are stable outside the manufacturers' packaging and when they have a specific, assessed need that can only be met by use of an MCA.

**There is no NHS funding for MCAs where medicines are prompted or administered by a paid carer, and there are no governance arrangements in place to support this.**

Guidance from the National Institute for Health and Care Excellence (NICE) says that carers must be trained to administer medicines, and that medicines must be supplied with clear and simple instructions on the label that can easily be understood. This is reflected in the medication policy that Hertfordshire County Council has shared with social care providers.

We will be following this guidance and supplying medicines in the most suitable packaging according to relevant legislation and the community pharmacist's professional opinion.

Please feel free to share this with your employer who can contact Hertfordshire County Council where necessary. Email  
[acscommissioning.support@hertfordshire.gov.uk](mailto:acscommissioning.support@hertfordshire.gov.uk)