

Who do I contact if I have a problem?

If you experience any medical problem relating to the homecare medication, contact your hospital clinician using the usual contact numbers provided. For any other medical problems, contact your GP.

You will have access to a patient care co-ordinator from the Homecare provider who will be able to help you with any delivery problems. You will be given a contact number when you are registered with the company. If you experience a problem with your medication or do not have medication or supporting items (e.g. swabs) please contact the Homecare company for further supply.

If you have ongoing problems with Homecare, please contact Mid Cheshire Hospitals NHS Foundation Trust, Pharmacy Homecare Team on 01270 612261, or alternatively please email tmc-tr.homecare-mchft@nhs.net

This leaflet is available in audio, Braille, large print and other languages. To request a copy, please telephone 01270 612261.



Mid Cheshire Hospitals
NHS Foundation Trust

Medicines Supplied by Homecare

Information for parents/carers



What is Homecare?

Homecare is a way of delivering certain medicines prescribed by the hospital directly to your home (or any safe place that is convenient) without the need for you to come to the hospital every month to collect prescriptions.

The service may include training on how to administer your medication if you have previously not been shown. A nurse will be allocated to offer help and support should you have any issues administering your own medication.

Homecare companies are not part of the NHS or the hospital but they have been chosen by the hospital to provide this service. Homecare is bound by the same confidentiality rules as the NHS regarding accessible patient information, (The Data Protection Act 1998). Homecare will contact you to discuss delivery and management of your medication. They will only discuss your treatment with members of the hospital team who are involved in your care.

Your personal details (name, address, date of birth, medical condition and treatment) will be held on the company's secure computer network. You will be asked to sign the registration document that you are happy for the Homecare company to hold information about you and your medical condition. They will only use your information for the purposes of your ongoing care.

How does Homecare work?

Homecare does not involve your GP but, with your consent, the hospital will send your prescription to a trusted Homecare provider, who will deliver the medicine to you. It is important your GP still knows the medication you are taking as they will continue to provide the majority of your regular medication. The GP will continue to be informed of all your current treatment by letters from your hospital clinician.

Why are we using a Homecare service?

Homecare is more convenient for you. It allows certain medication, which GPs are not able to prescribe to be supplied.

Do I need to consent to use Homecare?

Yes. Information on what you are consenting to is provided on the consent form. If you do not consent to treatment you will not be able to receive your medication by Homecare.

Do I still need to come to hospital?

Whilst you do not need to come to the hospital for prescriptions, you must still attend your routine clinic appointments as the hospital needs to monitor your health. If you do not attend your clinic appointments or blood tests this will cause a delay in the delivery of your medication or potentially may cause your treatment to stop.

What are the delivery options?

Your medication can be delivered to a variety of places as long as they are pre-arranged with the Homecare company and you are in agreement. If you are going on holiday, your medications can be delivered to an alternative address in the UK. You must inform the hospital and the Homecare company if you intend to travel abroad. Please speak with a member of the Homecare company to find out the delivery options available.

A member of the Homecare provider team will be in contact with you regularly to arrange your deliveries. Some companies will provide you with a text message service on the day of delivery so that you know exactly what time to expect your medication. The Homecare company will be responsible for collecting any medical waste/sharp bins – contact the Homecare company for further information.

It is important that you store your medication in the correct manner. Please read the patient information leaflet enclosed in your delivery or speak with the Homecare company or hospital pharmacy if you are unsure.