

Mental Health Services

All patients need to take their medicines as prescribed, but the simple fact is that around 55% of patients in the UK are non-adherent – which means that either they take some of the medicines now and again, or not at all.

Non-adherence is responsible for poorer health outcomes in patients and can lead to hospitalisation due to complications caused by not taking their medicines. Around 15% of all hospital admission are caused by medicine non-adherence and hospital re-admission because of non-adherence accounts for almost 4% of hospital admissions.

However, if a patient taking medicines for mental illness issues does not take their medicine the outcome does not just affect the patient. In some patients, not taking their medicines can lead to social issues, self-harm and, in some cases, aggressive behaviour. Knowing when and if the patient has taken their medicines is of real importance not only for the patient but to the people and community around them.

The Medication Support at Home service, powered by the double-award winning PAMAN system, is the only service that allows validation that the medicines have been taken, in the dose required, at the correct time, every day.

Where PAMAN is currently used

The PAMAN service is used across the Mersey region helping to manage the medication adherence of a large number of patients with differing mental health issues.

Our team are working with Broadgreen hospital in Liverpool, to support patients who have been in the hospital for an 8-week treatment programme to return successfully to life in the community.

For many of these patients returning to their homes in the community is a challenge, with medication adherence being the most significant problem they face because managing their life in this challenging environment often means that they do not take their medicines.



This results in the patients returning to the hospital within months of discharge, causing an unplanned increase in patient numbers at a time of limited resources, and reducing the number of new patients who can access the hospital services.

The PAMAN service manages the discharged patients’ medication in the community after discharge, ensuring each patient is fully adherent and taking their medicines as prescribed. The management of the patients’ medicines ensures that they can remain in the community without returning to hospital because of the effects of poor health outcomes due to medicine non-adherence.

One of the significant benefits of the PAMAN service is to allow a greater number of patients to access the hospital services, whilst allowing discharged patients to manage life in the community.

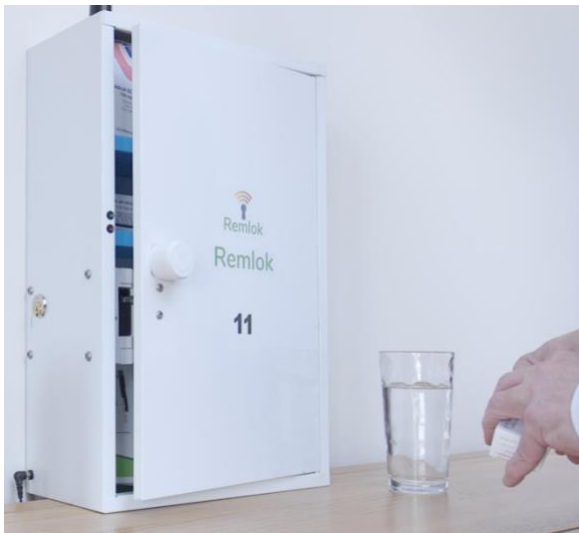
REMLOK, remotely operated medicine cabinet

In order to manage medicines more safely for those patients at risk of self-harming, the **REMLOK Medicine Cabinet** was developed.

The REMLOK cabinet is a remotely operated cabinet designed to keep medicines locked away from patients until opened remotely by the PAMAN team at administration times.

PAMAN in Multi-occupancy Community Housing

Many patients with mental health issues live in multi-occupancy social housing where keeping medicines secure is difficult and theft is common.



The PAMAN REMLOK remotely activated medicine cabinet is now being used by patients to keep their medicines locked away securely, until opened at medication times by the PAMAN team. Patients are now able to ensure their medicines are secure and available to take as required.

The REMLOK is also being used for patients on “suicide watch” ensuring medicines are only accessed by the pharmacy professional, who opens the cabinet remotely at administration times. These patients have two days medication delivered by their community pharmacy to reduce possibility of overdosing.

Patients forgetting they have taken medicines

There have been a number of patients living at home, with their medicines packed in cassette boxes or blister packs, who forget that they have taken their medicines, and proceed to take another dose of medicines. When they are provided with the REMLOK, pharmacy professionals will open the cabinet only at administration times, so the patient cannot take medicines between administration times.

The cost of our standard service is £11.74 per day.

The service is available every day, including weekend and bank holidays, from 7:00am until 11:00pm, providing up to 8 medicine administration calls per day.

To learn more about the **Medication Support at Home** service, call us on **0161 974 7190** or email us at **info@medicationsupport.co.uk**

www.medicationsupport.co.uk

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