Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Homecare Logistics for Medicines and Pharmaceutical Products

Unit Reference Number: M/652/4179

Level: Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 15

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand homecare logistics for medicines and pharmaceutical products	1.1 Describe the role and processes of homecare logistics in the supply of medicines and pharmaceutical products
	1.2 Explain the importance of following organisational procedures and working within the limits of own role when supporting homecare logistics
2. Be able to support the coordination of homecare medicine deliveries	2.1 Assist with the coordination of homecare medicine deliveries in accordance with organisational procedures
	2.2 Communicate accurate information with persons involved in homecare medicine deliveries
	2.3 Complete records and documentation relating to homecare medicine deliveries
	2.4 Refer delays, discrepancies or concerns outside the limits of own role to an appropriate person
3. Be able to support safe and effective homecare logistics	3.1 Identify risks that may affect the safe and timely delivery of medicines through homecare services
	3.2 Follow organisational procedures to support the safe, secure and timely delivery of medicines through homecare services

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Indicative Content	
LO1	AC 1.1 could include: the purpose of homecare medicine supply arrangements; medicines and pharmaceutical products supplied to individuals through approved homecare providers; the roles of logistics staff, homecare providers, pharmacy teams and other healthcare services where relevant; the logistics pathway from authorised supply requirements through to planned delivery; product availability; documentation; delivery arrangements; communication, handover and escalation processes. The emphasis must be on the learner's logistics role rather than prescribing, clinical assessment, dispensing or other regulated pharmacy activities. AC 1.2 must include: Standard Operating Procedures; organisational policies; authorised processes; documentation and record-keeping requirements; communication pathways; confidentiality and information governance; security and product-integrity requirements; limits of own authority; identifying when advice, authorisation or referral is required.
LO2	AC 2.1 could include: supporting delivery scheduling; confirming required delivery information; checking product availability information; coordinating information between relevant logistics, homecare and other authorised personnel; identifying changes, delays or other issues affecting planned deliveries; confirming actions within own responsibility. Learners must not make clinical, prescribing or dispensing decisions. AC 2.2 must include: timely, clear and accurate communication; communicating known delivery arrangements, changes, delays or discrepancies; maintaining confidentiality; confirming understanding where appropriate. Relevant persons could include logistics staff, approved homecare providers, pharmacy staff, nursing or other healthcare staff and, where this forms part of the learner's role, individuals receiving homecare medicines or their carers. AC 2.3 could include: homecare delivery records; order or consignment information; electronic systems; correspondence; records of communication; delivery schedules; confirmation of changes, handovers or actions; maintaining an accurate, complete and timely audit trail in accordance with organisational procedures. AC 2.4 could include: delayed or failed deliveries; unavailable medicines or pharmaceutical products; incorrect or incomplete information; order or delivery discrepancies; damaged products; cold-chain or temperature concerns; security or confidentiality concerns; inability to contact the authorised recipient; failed handover; issues that may affect safe or timely supply. Referral must be made promptly to an appropriate authorised person.
LO3	AC 3.1 could include: delayed or failed delivery; incorrect recipient, product or delivery information; unavailable medicines or pharmaceutical products; damaged products; cold-chain or temperature-control failures; security concerns; incomplete documentation; communication failures; delivery to an incorrect location or unauthorised recipient; failure to confirm handover or receipt where required. Risks should be considered in terms of product integrity, security, confidentiality, traceability and continuity of supply. AC 3.2 must include: following Standard Operating Procedures; checking relevant product, recipient and delivery information and documentation; maintaining accurate records; protecting confidential information; maintaining product integrity, security and required storage or temperature conditions within

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	own role; maintaining an appropriate chain of custody; confirming handover where required; recognising and reporting problems promptly; escalating issues that may affect safe, secure or timely delivery.

Assessment Requirements

Practical competence for ACs 2.1–2.3 and 3.2 must be assessed through direct observation in a real working environment in which the learner undertakes homecare logistics activities.

Where the specific delays, discrepancies or concerns required for AC 2.4 do not occur naturally during the assessment period, evidence may be supplemented by questioning, professional discussion or realistic simulation.

Evidence should reflect homecare logistics activities undertaken within the learner's occupational role and demonstrate compliance with organisational procedures, confidentiality requirements, product-integrity and security requirements and the limits of own authority.

Learners must demonstrate appropriate coordination, communication, record keeping and escalation in relation to homecare medicine deliveries.

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