

# Adherence in Action a case study

Dolphin Manor Care Home isn't alone in finding the meds round a hectic affair. Even with experienced, well-trained staff on board, this home outside of Leeds was keen to act when two medication errors highlighted a possible risk to residents.

Care home manager **Sonya Williamson** tells us her story.

“No matter how much you invest in training, it's very hard to avoid human error when administering medication. In spite of every effort to administer meds accurately, we recently experienced two incidents where medication was given to the wrong resident.

One incident happened during the breakfast round. It's the biggest round of the day and we're serving food and drink at the same time, so it's easy for staff to get distracted. My staff member was administering meds using a blister system, taking medication from the binder and handing it to the resident.

On this particular morning, the staff member left the meds trolley to help a resident who had tripped. When she came back to the meds round, she accidentally passed the medication to the wrong resident. With the best will in the world, this is a risk of the busy care home environment we're working in.



“Switching to Biodose has given me peace of mind, knowing I've taken a major step in protecting residents and staff from the risks of medication error”

## Peace of mind for managers

I'm glad to say it didn't affect the resident's health, but it *was* the catalyst for me to scrutinise our processes and make sure I was doing everything possible to protect residents and staff from medication mistakes. That's when we started using Biodose, with fantastic results.

Since switching to Biodose, we haven't encountered any mistakes during the meds round. It's given me and my staff enormous peace of mind knowing we have an extra safeguard in place to keep human error to a minimum.”



Total Medication Management

## Biodose case study



“Safety was my main reason for choosing Biodose, but we’ve also cut breakfast round times by 20%”

The time saving frees my staff up to spend more time with residents. And staff enjoy the job more now – having Lactulose pre-measured into Biodose pods means they don’t have to spend hours scrubbing down sticky meds trolleys. Not having to pour liquid medication out on the round also means they aren’t constantly going back and forth to wash their hands because of sticky fingers.

Our local pharmacy supplying Biodose gives us outstanding service and nothing is too much trouble for them. We’ve never looked back since making the switch.

Head of the Biodose Services Support Team, Fiona Walne, says Sonya’s experience isn’t unusual. “We visit homes all around the country who find that using Biodose makes their meds rounds much easier for both staff and service users. As each pod is individually labelled, it’s easy to check which resident it belongs to if the round does become disrupted.”

*Home to 35 residents, Dolphin Manor is a local authority care home on the outskirts of Leeds.*

**FIND OUT HOW BIODOSE COULD BENEFIT YOUR CARE HOME. GET IN TOUCH TODAY.**

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Email: [info@biodose.co.uk](mailto:info@biodose.co.uk)

Web: [www.biodose.co.uk](http://www.biodose.co.uk)

Sonya’s successor at Dolphin Manor, Susan Henderson, supports the big impact Biodose has on the smooth running of the home:

“As an incoming manager being introduced to the system, I found Biodose user friendly with less margin for error.

I was impressed with how it speeded up medication rounds compared to other homes I’ve managed that don’t use Biodose.

I was also pleasantly surprised at how much neater and tidier it was, eliminating the need to administer from countless loose boxes and pouring liquids from sticky bottles.”



“Night time meds are much easier with Biodose. If a resident is in bed, we can just pop out their pod when we’ve administered meds to the other residents.”

