

Older people

A CPPE distance learning programme



Contents

About CPPE distance learning programmes **vi**

About this learning programme **viii**

Section 1 The challenge of ageing **1**

1.1 Older people as a group	2
Mental health	2
Frailty	3
1.2 I'm still me	4
1.3 Healthcare settings	5
Care at home	5
Social housing	5
Intermediate care	5
Care homes with nursing	6
Hospital care	6
Palliative care	6
1.4 Transfer of care between healthcare settings	7
1.5 Changes in physical and mental health	7
1.6 Behavioural factors	10
1.7 Socio-economic factors	11
1.8 Support for independent living	11
Exercises	8, 10, 12
Reflective questions	1
Practice points	3, 5, 7, 13
Summary and intended outcomes	13

Section 2 The effects of ageing on health and medicines **14**

2.1 Physiological changes and ageing	14
2.2 Pharmacokinetic changes	14
Absorption	15
Distribution	15
Metabolism	15
Excretion	16
2.3 Pharmacodynamic and homeostatic changes	17
Orthostatic circulatory response	17
Thirst and hydration	18
Thermoregulation	18

2.4 Polypharmacy	20
Consequences of polypharmacy	21
Avoiding polypharmacy and its consequences	21
2.5 Adverse drug reactions	21
Exercises	17, 19, 20, 22
Practice points	15, 21, 22
Summary and intended outcomes	23

Section 3 Working with the wider team to support older people 24

3.1 The roles of members of the health and social care team	24
Community nurses	25
Doctors	26
Healthcare support workers	26
Allied health professionals	26
Social care team	27
Unpaid carers	27
3.2 Integrating medicines optimisation into care pathways	28
Exercise	29
Practice point	28
Reflective questions	24
Summary and intended outcomes	30

Section 4 Optimising medicines for older people 31

4.1 Medicines optimisation	31
Taking a person-centred approach	31
Shared decision making	32
4.2 Adherence	33
Assessing and supporting adherence	34
Practical ways of supporting adherence	36
4.3 Managing polypharmacy	37
Screening tools and useful resources for managing polypharmacy	38
Considerations for prescribing in polypharmacy	39
4.4 Pharmacy services to support medicines optimisation	39
Medication review	39
Medicines reconciliation	41
Medicines use reviews	41
New medicine service	42
Repeat dispensing	43

4.5 Care planning	44
Identifying and assessing older people at risk of medicines-related incidents	45
Developing a care plan	46
Implementing the medicines optimisation aspects of the care plan	47
4.6 Supporting vulnerable older people	48
Exercises	32, 44, 46, 48
Practice points	32, 34, 42, 43, 45, 47, 48
Reflective questions	32, 49
Reflective questions revisited	49
Summary and intended outcomes	49
Action plan	50
References	51
Useful resources	53
Appendix 1 Local contacts to support older people	55
Index	56
Figures and tables	
Figure 1 Dimensions of adherence	33
Figure 2 Seven steps to managing polypharmacy in practice	37
Table 1 Frailty syndromes	4
Table 2 Side-effects of commonly used medicines in older people	19
Table 3 Medicines most frequently associated with adverse drug reactions in older people	22
Table 4 Key principles for taking a person-centred approach	35
Table 5 Some practical ways to support adherence	36

About this learning programme

Welcome to the CPPE distance learning programme: *Older people*. This learning programme has been designed to enable you to contribute and respond more effectively to the needs of older people and their carers, so improving their health outcomes and helping them to optimise their medicines.

This programme is supported by:

- an online factfile: *Older people: practical tips for managing long-term conditions*, to provide you with a resource you can add to, developing a useful reference for the future.

The factfile covers the management of conditions commonly seen in older people. We have created the factfile as an online, interactive PDF so that we can make sure it stays up-to-date. As you work through this programme, open or print out the factfile and read through some or all of it to support your learning. At the end of each section of the factfile, we have left space for you to make your own notes, based on your experiences and independent learning of managing each particular condition in older people. There is also a section with suggestions for further reading, useful websites and resources.

- suggested answers to the exercises, provided as a PDF entitled: *Older people: completing your learning experience*.

Both online resources are available to download from: www.cppe.ac.uk

The study time will depend on you, but we estimate that the reading and activities will take a total of **six hours**.

Target audience

Pharmacy professionals in all areas of practice will find this programme of interest to support their practice and we have highlighted a few specific examples below:

Community pharmacy team members are well placed to advise older people about their general health, as well as supporting them with their medicines use through provision of services, such as medicines use reviews, new medicine service consultations and repeat dispensing.

Pharmacy professionals working in primary care have opportunities to undertake medicines reviews to manage polypharmacy, as well as to set up innovative local schemes to support medicines optimisation for older people.

Hospital pharmacists and pharmacy technicians can help prevent readmissions and medicines errors on discharge by learning about the services offered in community pharmacy and the best ways to signpost older people to these services once they have returned home.

Working through this programme

The programme is divided into four sections and is supported by an online factfile and a PDF document that provides suggested answers to the exercises, entitled: *Older people: completing your learning experience* available to download at: www.cppe.ac.uk

We recommend that you work through the sections of this distance learning programme in order, to develop a comprehensive understanding of how you can meet the needs of older people. We start by looking at the challenges of ageing in Section 1, before looking at the effect of ageing on health and medicines in Section 2. Section 3 focuses on the wider team and Section 4 looks at the importance of taking a person-centred approach in your day-to-day practice, as well as the role that pharmacy can take to support medicines optimisation.

We have created an online factfile to provide you with a resource you can add to, developing a useful reference for the future.

The programme is divided into four sections and is supported by an online factfile and suggested answers to the exercises.

The programme contains enough information to give you a comprehensive overview of the care of older people. As you work through the programme we will ask you to reflect on your practice and to use this resource to develop and extend your practical skills. However, in order to boost your understanding of the subject we suggest you do some further reading. Take some time to look through the list of *Useful resources* at the end of this programme. We have also included a list of the references that we have used at the end of this programme, which will provide you with important and relevant background information.

We have designed the programme for self-study, but as you work through the sections you may want to talk through some of the issues with your team members and colleagues.

We recommend that you visit websites set up by patient groups. Some of these organisations have local branches. If there is one in your area why not get in touch with them? The local contacts form (*see Appendix 1*), once completed, will provide you and the rest of the pharmacy team with a useful resource that can be added to as you extend your local support network. We have provided relevant contact details and web addresses where appropriate throughout this programme and in the *Useful resources* section at the end of this programme.

The local contacts form, once completed, will provide you and the rest of the pharmacy team with a useful resource that can be added to as you extend your local support network.

Aim

The aim of this learning programme is to update your knowledge on the changes that come with ageing and the impact these have on health and medicines use for older people. You will also learn about the roles of the multidisciplinary teams who provide care for older people and how pharmacy can link in with them to optimise health outcomes for older people.

Learning objectives

You can use our programmes to support you in building the evidence that you need for the different competency frameworks that apply across your career. These will include building evidence for your *Foundation pharmacy framework* (FPF), demonstrating development as your career progresses with the *Knowledge and skills framework* (KSF) and supporting your progression through the membership stages of the Royal Pharmaceutical Society (RPS) Faculty.

As you work through the programme consider which competencies you are meeting and the level at which you meet these. What extra steps could you take to extend your learning in these key areas?

After completing this distance learning programme, you should be able to:

- explain the importance of taking a person-centred approach to support older people with their medicines use, which reflects the differing needs of older people; especially those who are frail or have mental health problems
- outline the various healthcare settings commonly used by older people, the role of various people who provide care for older people and the role of pharmacy in supporting the safe transfer of care between settings
- describe the impact of the physical, behavioural and socio-economic challenges faced by older people on their use of medicines and how pharmacy services can support medicines optimisation
- describe the effects of ageing on the pharmacokinetics and pharmacodynamics of medicines and the causes and consequences of polypharmacy
- outline the role of the pharmacy team in safeguarding vulnerable older people.

A note about terminology

The NHS is committed to putting the person at the centre of their own healthcare, supporting them to make informed choices and to share in the decision-making process for their own health. Some references use the phrase patient-centred care, but in this programme we use the term person-centred care, as some of the discussions you have about the healthcare of an older person may be with a family member or carer. Both terms have equal meaning and are a reminder that your focus should always be on the individual.

A note about web links

Where we think it will be helpful we have provided web links to take you directly to an article or specific part of a website. However, we are aware that web links can change. If you have difficulty accessing any web links we provide, please go to the organisation's home page or your preferred internet search engine and use appropriate key words to search for the relevant item.

All the web links in this programme were accessed on 16 April 2015.