

# eLearning Customer Support pack

Less time  
spent  
training

Training at a  
time and  
place to suit  
you

## Courses available

Medication handling systems

Care of medicines:

Foundation, Advanced &  
Domiciliary Care

Coming in 2012: Dementia ,

Epilepsy, Diabetes

Mental Health Suite

Fast user  
access

Small bite  
size  
sections

# eLearning current course outlines

## **Medication Handling System's Training: Manrex and Nomad Concise (on request)**

**Time to complete :** approx. 90 min

**Aimed at:** all staff that administer medication in care homes

**Cost:** free of charge to all Boots care services customers

### **Course Contents:**

- Introduction
- The monitored dosage system (Manrex® or Nomad Concise®)
- Order prescription medication
- Receive, check and store medication
- Administer medication
- Return or dispose of medication
- Accountability and audit
- Knowledge test

This module provides the learner with the knowledge to use the monitored dosage system and manage medication handling within the care home setting. A competency assessment is available at the end of the module for the learner to complete before unsupervised medication administration.

## **Care of Medicines: foundation (care homes)**

**Time to complete :** approx. 90 min

**Aimed at:** all staff that administer medication in care homes

**Cost:** call 0115 9495740 or speak to your Head Office

### **Course Contents:**

- Introduction
- What is a medicine?
- Prescriptions and labels
- Directions
- Administration
- How medicines act in the body
- Medication routes
- Side effects and self administration
- The law and record keeping
- Knowledge test

This module provides the learner with the knowledge to safely manage all aspects of medication handling and administration within the care home setting irrespective of the medication system that the care home chooses to use.



**Royal  
Pharmaceutical  
Society  
accreditation  
pending**

## Care of Medicines: Domiciliary Care

**Time to complete :** approx. 90 min

**Aimed at:** all staff that administer medication in domiciliary care settings

**Cost:** call 0115 9495740 or speak to your Head Office

### **Course Contents:**

- Introduction
- Assisting service users with their medication
- Drugs and medicines
- How medicines act in the body
- The law and record keeping
- Knowledge test

This module provides the learner with the knowledge to safely manage all aspects of medication handling and administration within the domiciliary care setting irrespective of the medication system that the service user chooses to use.

## Care of Medicines: advanced

**Time to complete :** approx. 120 min

**Aimed at:** Senior staff that administer medication in care homes or domiciliary care settings

**Cost:** call 0115 9495740 or speak to your Head Office

### **Course Contents:**

- Introduction
- The heart, lungs, brain and GI tract
- The liver and kidneys
- Key terms
- Age and drugs
- What is an adverse drug reaction (ADR)?
- Identifying ADRs
- Drug interactions
- Knowledge test

This module provides the learner with the knowledge to manage medication handling and administration within the care home or domiciliary care setting. The module is an in-depth look at medicines and how these work on the body. In addition the learner will explore what they need to do when medicines make the service user unwell, experience side effects or develop adverse reactions. The learner should complete the foundation module (care homes or domiciliary care) prior to completing the advanced module.

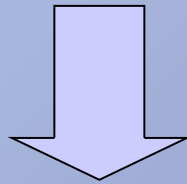


# Setting up new delegates

The set up process for a delegate on e-Learning is quick and simple following the steps below:

## Initial set up

- Ask your Area Account Manager or National Account Operations Manager for a set up template. Or email [care@boots.co.uk](mailto:care@boots.co.uk)



## Delegate Information

- Complete set-up template with:
  - Delegate Name (s), Care Organisation, email address, required courses and payment method
  - If delegates have no email address a unique identifier can be used this must be in the format:  
Firstname.surname#@boots.eLearning  
where # is the set up number for the delegate within the care home
  - Email template to [care@boots.co.uk](mailto:care@boots.co.uk)
  - You should have access to the training within 5 working days

## Support

Boots Training

0115 949 5740

[care@boots.co.uk](mailto:care@boots.co.uk)



# Frequently asked questions

## **Is it possible to have the SCORM packages to place upon our system?**

*(A SCORM content package is a self-contained ZIP file and contains all files needed to deliver the content package via a SCORM run-time environment and/or learning management system (LMS).)*

No, our modules are only accessible from our dedicated web site. This ensures that at all times the course remain up to date and any feedback can be actioned immediately. This also allows us to provide you with tailored reports to show the number of courses started and completed and compliance reports to show the training that you require your staff to complete.

## **Can we have the courses on CD-ROM?**

No, all of our training is accessed through a secure username and password system. This ensure that at all times you can track who is completing training and you are able to monitor this and seek to check competency. This safeguards the organisation and the learner as it proves that the member of staff has accessed and completed their own training. A CD-ROM would provide the training information but with no user compliance or monitoring.

## **Can we have a link that direct into the modules so that we can build our own wrapper module to track from?**

*(A Wrapper Module wraps another web page directly into the web site at a specific location. This can be used to display another web site, but also alternative pages from within the web site it is installed upon, as well as allowing completely independent applications and scripts to be run on the web site and output their displays/information as if an integral part of the web site.)*

No, we already provide dedicated access support, reporting and telephone and email support. In addition we have also ensured that our dedicated web page and the functions of our training site have passed our stringent security criteria.

## **Our staff don't have email address's can you use their National Insurance details instead?**

We take data security very seriously and we require a unique identifier for each delegate you wish to add on the e-Learning site. It is critical that this is unique identifier is not a sensitive piece of information, i.e. Date of birth, National Insurance number or another piece of information that can be used to identify someone outside of work. Please ensure that each delegate is set up with the right identifier in the format Firstname.surname#@boots.eLearning on your set up template.

## **How quickly can you add my staff onto the system and when can they complete the training?**

We will add delegates the same day and they should have their usernames and passwords within 3 days once any payment has been received. Remember if you require an account to be set up this may take up to five weeks.

## **My staff already have lots of usernames and passwords to remember, I think they may struggle to remember their details?**

Every user name and password is supplied via an email. We recommend that the user saves this email for reference. If someone does forget their details, and can't locate the email, they can contact our dedicated training number on 01159495740 Monday-Friday 8am-5pm. Each delegate can also change their own password when they access the system to something that they can remember.

## **When do I get my certificate?**

You won't receive a paper certificate. If you wish to print a certificate there is an option to do this once each module is completed.