

Service Definition Document (G-Cloud) — DrugRound (eMAR)

Supplier: PharmaEthical Ltd | Lot: Cloud Software (SaaS) | Version: v1.1 | Date: 21 January 2026

Document control

Service name	DrugRound (Electronic Medicines Administration Record – eMAR)
Supplier	PharmaEthical Ltd
G-Cloud Lot	Cloud Software (SaaS)
Version	v1.1
Date	21 January 2026
Hosting / data residency	United Kingdom (UK)
Service cost	£0.00 (as per published G-Cloud pricing document)
Support hours	24 hours a day, 365 days a year (remote support)
Certification	Cyber Essentials certified

1. Service overview

1.1 What the service does

DrugRound provides a complete medicines management solution for nursing and care homes and the wider community care sector. DrugRound's eMAR (electronic medicines administration record) is designed to be efficient and user friendly, enabling care staff to accurately document medicines administration and maintain a real-time record of medicines activity supported by data and analytics.

DrugRound reduces medicines administration errors and the time required to manage resident medication. The service also supports automated medicines replenishment workflows to reduce or remove manual re-ordering. The solution is intended to free up clinical staff time and provide management teams with oversight and reporting to support regulatory and compliance needs.

1.2 Intended users

- Nursing homes and care homes
- Community care providers that administer medicines
- Care staff involved in medicines administration
- Registered managers, governance leads, and compliance/audit staff
- Operational support staff responsible for medicines processes

1.3 Buyer outcomes

- Safer medicines administration through structured eMAR workflows
- Reduced administration time and operational overhead
- Improved governance, visibility, and audit readiness via real-time reporting and oversight

2. Service features

2.1 Core eMAR capabilities

- Electronic recording of medicines administration events
- Role-based workflows supporting safe and consistent medicines rounds
- Real-time data capture with analytics and reporting for operational and governance oversight
- Management oversight dashboards/reports supporting compliance and audit needs

2.2 Medicines management workflows

- Medicines stock visibility and supporting workflows to reduce missed steps
- Automated re-ordering support / replenishment workflows to minimise manual re-ordering
- Exception handling and escalation pathways (for missed or delayed administrations)

2.3 Reporting and oversight

- Real-time reporting to support management assurance
- Audit-friendly record keeping (who did what, when, and what was administered)
- Data exports available on request (see Section 10)

3. Service benefits

- Reduces the likelihood of administration errors through structured documentation and process support
- Saves time for care teams by streamlining medicines processes and reducing manual steps
- Frees up clinical time for resident care and other clinical tasks
- Improves management oversight with real-time reporting and analytics
- Supports regulatory and compliance needs through consistent records and reporting

4. Service delivery model

4.1 Service type

Software as a Service (SaaS) hosted in the United Kingdom (UK). Access is provided via secure online access (web) and supported end-user devices (as agreed during onboarding).

4.2 Service boundaries

DrugRound provides the software service and operational support for the eMAR and medicines management workflows. Any third-party supply chain services (e.g., dispensing, delivery, clinical review) are outside scope unless explicitly included in the buyer's order.

5. Implementation and onboarding

5.1 Onboarding approach

1. Discovery of site setup, roles, and medicines workflows
2. Configuration of service settings, users, permissions, and reporting
3. Data setup (resident list, medicines list, initial stock position) and any agreed import
4. Staff training (administrator and care staff)
5. Go-live support and hypercare
6. Post go-live optimisation and reporting alignment

5.2 Training

- Administrator setup and governance reporting training
- Care staff training for routine rounds and exception handling
- Optional super-user model to support local adoption and continuity

6. Support and service management

6.1 Support hours

24 hours a day, 365 days a year remote support.

6.2 Support channels

- Remote support via agreed support email / ticketing process
- Priority-based triage and escalation aligned to incident severity (P1–P4)

6.3 Incident management

- Incident logging and severity classification
- Triage, containment, and resolution
- User communications for P1/P2 incidents, including progress updates
- Post-incident reporting for material incidents (root cause summary and corrective actions)

6.4 Change and release management

- Controlled change process with assessment of security and operational impact
- Testing prior to release and managed deployments
- Emergency changes for critical security/availability issues, followed by retrospective review

7. Service levels

7.1 Availability

Target service availability: 99.98% (excluding pre-agreed maintenance windows).

7.2 Maintenance windows

- Planned maintenance scheduled to minimise disruption (typically outside peak operational periods)
- Emergency maintenance only where required to protect availability, integrity, or security

7.3 Service credits

Not applicable (service is provided at £0.00). If a paid add-on is introduced, service credits can be defined against that paid component.

8. Security and compliance

8.1 Certifications

Cyber Essentials certified.

8.2 Security controls (summary)

- Role-based access control (RBAC) and least-privilege permissions
- Secure authentication and controlled administrative access
- Audit logging of key events and user actions (administration, stock actions, configuration changes)
- Secure software development and change control practices
- Vulnerability management and patching for application and infrastructure components
- Backup and recovery processes supporting service continuity

8.3 Data residency

Service data is hosted and processed in the United Kingdom (UK).

9. Data protection (UK GDPR)

9.1 Data roles

- Buyer (care provider): Data Controller
- Supplier (PharmaEthical Ltd): Data Processor (for hosting and operating the SaaS)

9.2 Data processed

- Resident identifiers and medication records
- Administration records (what, when, by whom)
- User accounts, roles, and audit logs
- Operational configuration and reporting outputs

9.3 Data Processing Agreement (DPA)

A DPA is provided covering processing purposes and instructions, confidentiality, sub-processors (where applicable), security measures, breach notification and incident support, and data return/export and deletion at end of contract.

10. Data export, retention, and exit

10.1 Data export

Buyers can request export of their data in standard formats (e.g., structured reports and audit extracts). Exports are fulfilled through the support process within agreed timelines.

10.2 Retention

Data is retained to meet operational needs and support governance/audit requirements, subject to the buyer's instructions and applicable legal/regulatory requirements. Retention schedules are defined within the contract and DPA.

10.3 Offboarding and deletion

- Buyer data is exported on request
- Access is removed in line with the agreed exit date
- Data is deleted/returned in accordance with the DPA and retention policy, with confirmation provided where required

11. Accessibility

DrugRound is designed to be user friendly for care staff and managers. Accessibility is supported through clear workflows and consistent UI patterns, remote training and guidance for users, and reasonable adjustments and support where requested.

12. Pricing

- Price: £0.00 (no-cost SaaS service)
- Support: included at no additional charge
- Optional bespoke work (e.g., custom integrations, complex migrations) is agreed separately if applicable

Appendix A — Short service description (for G-Cloud listing)

DrugRound is a UK-hosted eMAR and medicines management SaaS for nursing and care homes, enabling accurate real-time documentation of medicines administration with analytics, oversight and reporting to support compliance. It streamlines medicines processes, reduces manual re-ordering, and helps reduce errors while saving clinical staff time.