

Reporting Controlled Drug Incidents – Care Home Guidance

Incidents involving Controlled Drugs must be reported in accordance with the care home policy to a number of organisations.

Notifying the Care Quality Commission (CQC)

The CQC must be informed if the controlled drug error meets the notification criteria as outlined in regulations 16, 1, 18 and 20 of the CQC Guidance for providers.

This includes any serious injuries, abuse and allegations of abuse, Incidents reported to, or investigated by, the police and events that stop, or may stop, the registered person from running the service safely and properly :

https://www.cqc.org.uk/sites/default/files/20161101_100501_v7_guidance_on_statutory_notifications_ASC_IH_PDC_PA_Reg_Persons.pdf

Notifying the Controlled Drugs Accountable Officer – NHS England

In addition to notifying the CQC there is also a legal requirement for Care Homes to report all Controlled Drug related incidents in a timely manner to the local NHS England Accountable Officer for Controlled Drugs. The Controlled Drugs Accountable Officer for the North Midlands covering the counties of Derbyshire, Nottinghamshire, Shropshire and Staffordshire is Samantha Travis. Controlled Drug concerns and incidents should be reported online at www.cdreporting.co.uk

It is good practice to also advise the residents GP when an error involving their patient has occurred and local CCG commissioner.

CONTROLLED DRUG INCIDENT REPORTING ONLINE

Controlled Drug Incidents, concerns and discrepancies MUST be reported to the CDAO as soon as possible at www.cdreporting.co.uk. Reports submitted online are automatically sent to the CDAO and the reporter is provided with a reference number for their records.

WHAT IS INCLUDED IN THE INCIDENT REPORT?

The online form guides you through the incident reporting requirements which includes:-

Incident Description - Provide details on what has happened or what the concern is.

Underlying Causes or Contributory Factors – Detail any factors that may have played a role in contributing to the incident occurring.

Immediate Action Taken –provide details of what actions have been taken up until the point of reporting the incident to the CDAO. If an investigation is still underway, please state this within your report as it can be followed up a later date.

Action Planned or Taken to prevent recurrence –detail any actions that are still to be completed that either relate to the incident itself or to be taken to prevent a similar incident/ concern occurring in the future. This may include staff briefings, training, personal reflections, Significant Event Form etc.

TIP: Your incident report should provide

1. a clear account of what has happened or what the concern is
2. actions taken to resolve the issue
3. actions identified to prevent it occurring in the future.

WHAT HAPPENS NEXT?

Once your incident or concern report has been submitted online, an automatic acknowledgement email will be sent to you including your reference number. This provides an audit trail of confirmation that the report has been submitted to the CDAO. The CDAO will review the report and if any additional information or action is required a member of the controlled drugs team will be in touch

CONTACTING THE CONTROLLED DRUGS TEAM AT NHS ENGLAND North Midlands

The Controlled Drugs Accountable Officer for NHS England North Midlands is Samantha Travis,
Samantha.travis@nhs.net

The Controlled Drugs Team can be contacted as follows:

Shropshire & Staffordshire england.shropshire-staffs-cd@nhs.uk

Derbyshire & Nottinghamshire england.nottsderbycontrolleddrugs@nhs.net