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SDU(s)/Department(s) responsible for updating the guideline	Division of Integrated Elderly and Community Care
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Buckinghamshire Healthcare NHS Trust	

## Procedure for Handling Controlled Drug (CDs) Discrepancy in Care Homes

This guidance is for **Care Home staff** dealing with discrepancies, incidents and errors related to CDs in care homes

### Purpose:

This is intended to be a supporting guidance document for care home staff on the procedure for dealing with discrepancies, incidents and errors related to CDs in care home. Users of this procedure should ensure that they comply with the Care Quality Commission's Guidance for providers on meeting the regulations 16,17,18,20<sup>1</sup> and NHS England's 2013 regulations for the supervision and management of Controlled Drugs section 6<sup>2</sup>

### Background:

All care homes must have a standard operating procedure which details how controlled drugs are managed within the care home. This should include:

- What to do if there is a discrepancy, error or near miss
- How discrepancies and incidents are reviewed

When a Controlled Drug (CD) discrepancy is identified in a care home, steps should be taken to establish what happened. In the first instance discuss with a senior member of the Care Homes or care homes manager. If the discrepancy **cannot** be explained or rectified and this needs to be escalated then the following steps in the flow chart **must** be taken.

### Additional information

1. <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulations-service-providers-managers>
2. <https://www.legislation.gov.uk/ukxi/2013/373/contents/made>

### Reference:

PrescQipp Bulletin 75 | December 2014 *Guidelines on the management of controlled drugs (CD) in care homes*

### WHO TO INFORM:

Report the CD incident should be reported in accordance with the care home's policy (**which should include informing the resident's GP**) and local commissioning organisations. It should also be reported to the CQC if the medication error met the notification criteria; as outlined in regulations 16, 17, 18, and 20 of the CQC Guidance for Providers on Meeting the Regulations: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulations-service-providers-managers>

The care home provider manager is to report the incident to the Local Accountable Officer via the CD reporting website accessed on [www.cdreporting.co.uk](http://www.cdreporting.co.uk)

Report the incident to the Local Accountable Officer via the CD reporting website. The website requires a user account to be created.

The care home manager should notify the Care Homes Team at Buckinghamshire Healthcare Trust who will further advise if the CQC and the local Safeguarding team are to be notified depending on the circumstances.

### CONTACT DETAILS:

To be completed by the care home Manager or Deputy/Senior Manager in the absence of the Manager

Local Accountable Officer : Julie McCann  
Head of Pharmacy, Controlled Drugs Accountable Officer, Medication Safety Officer, NHS England South (South Central)  
Contact number: 07900 715189 or 0113 825 3499  
Email: [julie.mccann3@nhs.net](mailto:julie.mccann3@nhs.net)  
CD Email: [england.southcentral-CD@nhs.net](mailto:england.southcentral-CD@nhs.net)

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