

To: • All Care Home Managers
North East and Yorkshire
By Email

Quarry House
Leeds
LS2 7UE

cc. • Care Quality Commission
• Local Authority

england.cumbrianortheast-cds@nhs.net

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Dear Colleague,

NHS England Controlled Drugs Accountable Officer

As the lead Controlled Drugs Accountable Officer (CDAO) for the North East and Yorkshire region, I would like to take this opportunity to introduce myself and to also provide some information about how Controlled Drug regulations and my role relates to Care Homes.

Legal Requirements

Under the updated Controlled Drugs (Supervision of Management and Use) (Amendment) Regulations 2020, all health and social care organisations are responsible for making sure that they have arrangements in place to assure the safe and effective management of controlled drugs and for making sure that their systems are working effectively. In addition, all healthcare professionals have a duty to ensure that controlled drugs in their own practice are managed safely.

CQC Requirements

The Care Quality Commission (CQC) provide useful information on their website on the management of controlled drugs in care homes. Furthermore, it is stated on their website that care homes should *report incidents related to controlled drugs (including loss or theft) to your local Controlled Drugs Accountable Officer (CDAO) at NHS England. You should also report incidents to the police (if necessary).*

This is therefore a good opportunity for me to remind you about your responsibilities to report controlled drugs (CD) incidents to me, and specifically why, what and how you need to report. It is very important for the NHS England CDAO to know about all the CD incidents that happen in or in relation to Care Homes. This can often act as an early warning of wider process problems, but also allows us to share learning and increase patient and public safety regarding CDs.

What to report

Several situations that Care Homes specifically need to report to the CDAO include (not exclusively):

- Unresolved discrepancies in controlled drugs stock;
- Controlled drugs related prescribing or administration errors;
- Concern about the performance or practice of a Health Care Professional or staff member involving controlled drugs;

- Any adverse incident or near miss must be recorded in accordance with the care home's Clinical Incident policy, which should include a requirement to notify CQC, and the local NHS England CDAO as well, if these incidents involve CDs.

How to report

Controlled Drug incidents, concerns and discrepancies must be reported to the NHS England North (Cumbria and North East) 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.

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

Incident Description – provide a clear account 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 incident occurring.

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

Actions 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.

We may then get back to you if we need more details or in order to advise or investigate further. By contacting us with your CD related information, you will be helping us to improve patient and public safety relating to medicines liable for abuse and diversion.

North East and Yorkshire Controlled Drugs Local Intelligence Networks

It is a legal requirement for NHS England regional teams to have in place CD Local Intelligence Networks (CD LIN). These look specifically at the management of controlled drugs and comprise of representatives from health and social care, the police and anti-fraud officers plus regulators such as CQC and the General Pharmaceutical Council. The purpose of this network is to share intelligence and information about controlled drugs in order to avoid misuse and diversion of controlled drugs. The CD LIN also strives to improve the safe and effective use of controlled drugs in the area, by supporting best practice.

Advice

Finally, if you need any advice about the safe use and management of CDs, please contact us on using the email address above.

I look forward to hearing from you.

Best Wishes,



Gazala Khan

Controlled Drugs Accountable Officer