

Immediate Considerations & Actions:

- Is there immediate safety or medical care required?

The following must be checked when gathering internal information for response:

- Has GP or NHS 111 been contacted?
- What was the medication for and did it impact on their daily life?
- What has been done to reduce medication errors in the future?
- Has a root cause been identified?
- What has been the impact of the error on the person? Did they become unwell?
- Is this a one-off error or part of a pattern?

- Is the incident reportable to CQC?
- What are the views of the person or their family?
- Has relevant documentation been evidenced?
Accident/incident form, capacity/consent, inform relatives
Medication audit and count
Person-centred support plan for medication and annual review

Things to consider: staff supervision, HR advise and action, appropriate re-training, training record and competency check, up-to-date medication policy and procedure, action planning to em-

Additional Issues:

- Awareness of issues around fluctuating capacity and possibility of person declining medication
- Staff management of covert medication within guidelines
- Time sensitive and 'when required' medicines may lead to serious harm
- What to do for changes, such as short stays away, visits off-site, emergencies etc.
- Effective systems for supply, orders, storage, transport and disposal of medications
- Effective electronic and/or paper medication records
- Person-centred medication plan / self-medication support plan
- Relevant capacity assessment and risk assessment
- Partnership working with GP (medication review and pharmacy providers)
- Involvement of family members/carers
- Retention of record of responses from prescribers about queries to medicines

Organisation Issues:

Social care providers must maintain secure, accurate and up-to-date records for each person receiving medicines support, as required under The Health and Social Care Act 2008.

Follow the seven rights (R's) of administration: right person, right medicine, right route, right dose, right time, right to decline, right documentation.

Social care providers should have medicines-related training and competency assessment of care workers responsible for medicine support. Assessment is through direct observation and annual review of knowledge, skills and competency.

Medication Support:

- Medicines support is any support that enables a person to manage their own medicines. In practical terms, this covers reminding people to take their medicines, helping them remove medicine from packaging and administering some or all a person's medicines.

Overall Considerations for

Section 42:

- Lack of timely medical attention and GP not informed
- Lack of appropriate provider response
- Organisational abuse
- High level of harm
- Lack of transparency
- Lack of professional curiosity
- Poor safeguarding culture
- Consider wilful neglect
- Consider Multi -agency Adult Risk Management (MARM) for Self-Neglect