



## Review Sheet



Last Reviewed  
11 Sep '20



Last Amended  
11 Sep '20



Next Planned Review in 12 months, or  
sooner as required.

Business impact	 <p><b>MEDIUM IMPACT</b></p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p>
Reason for this review	Scheduled review
Were changes made?	Yes
Summary:	This policy outlines how controlled drugs should be managed where a Service User is supported with them. It has been reviewed with no significant changes and references checked and updated. The reference number of this policy has changed. Previously it was CM32.
Relevant legislation:	<ul style="list-style-type: none"> <li>• The Controlled Drugs (Supervision of Management and Use) Regulations 2013</li> <li>• Medical Act 1983</li> <li>• Medicines Act 1968</li> <li>• The Human Medicines Regulations 2012</li> <li>• Misuse of Drugs Act 1971</li> <li>• The Misuse of Drugs (Safe Custody) Regulations 1973</li> <li>• The Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) Regulations 2007</li> </ul>
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• Author: Care Quality Commission, (2018), <i>The safer management of controlled drugs</i>. [Online] Available from: <a href="https://www.cqc.org.uk/publications/major-report/safer-management-controlled-drugs">https://www.cqc.org.uk/publications/major-report/safer-management-controlled-drugs</a> [Accessed: 11/9/2020]</li> <li>• Author: Care Quality Commission, (2017), <i>Controlled drugs</i>. [Online] Available from: <a href="https://www.cqc.org.uk/guidance-providers/controlled-drugs/controlled-drugs">https://www.cqc.org.uk/guidance-providers/controlled-drugs/controlled-drugs</a> [Accessed: 11/9/2020]</li> <li>• Author: National Institute for Health and Care Excellence, (2017), <i>Managing medicines for adults receiving social care in the community</i>. [Online] Available from: <a href="https://www.nice.org.uk/guidance/ng67">https://www.nice.org.uk/guidance/ng67</a> [Accessed: 11/9/2020]</li> <li>• Author: National Institute for Health and Social Care Excellence, (2016), <i>Controlled drugs: safe use and management</i>. [Online] Available from: <a href="https://www.nice.org.uk/guidance/ng46">https://www.nice.org.uk/guidance/ng46</a> [Accessed: 11/9/2020]</li> <li>• Author: Royal Pharmaceutical Society, (2018), <i>Professional guidance on the safe and secure handling of medicines</i>. [Online] Available from: <a href="https://www.rpharms.com/recognition/setting-professional-standards/safe-and-secure-handling-of-medicines/professional-guidance-on-the-safe-and-secure-handling-of-medicines">https://www.rpharms.com/recognition/setting-professional-standards/safe-and-secure-handling-of-medicines/professional-guidance-on-the-safe-and-secure-handling-of-medicines</a> [Accessed: 11/9/2020]</li> </ul>
Suggested action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> <li>• Ensure relevant staff are aware of the content of the whole policy</li> </ul>
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



## 1. Purpose

**1.1** To ensure the safe use, disposal of Controlled Drugs (CDs), storage and record keeping according to specific legal requirements.

**1.2** To ensure compliance with the **Overarching Medication Policy and Procedure** and **Administration of Medicines Policy and Procedure**. This policy must be read alongside all associated medication policies and supports any local policies and procedures.

**1.3** To support Inspiring Aspirations Plus Ltd T/A Inspiring Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C3: How are people's privacy, dignity and independence respected and promoted?
SAFE	S4: How does the provider ensure the proper and safe use of medicines?
WELL-LED	W3: How are the people who use the service, the public and staff engaged and involved?
WELL-LED	W4: How does the service continuously learn, improve, innovate and ensure sustainability?

**1.4** To meet the legal requirements of the regulated activities that {Inspiring Aspirations Plus Ltd T/A Inspiring Support} is registered to provide:

- | The Controlled Drugs (Supervision of Management and Use) Regulations 2013
- | Medical Act 1983
- | Medicines Act 1968
- | The Human Medicines Regulations 2012
- | Misuse of Drugs Act 1971
- | The Misuse of Drugs (Safe Custody) Regulations 1973
- | The Misuse of Drugs and Misuse of Drugs (Safe Custody) (Amendment) Regulations 2007



## 2. Scope

**2.1** The following roles may be affected by this policy:

- | Registered Manager
- | Nurse
- | Care staff

**2.2** The following Service Users may be affected by this policy:

- | Service Users

**2.3** The following stakeholders may be affected by this policy:

- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



## 3. Objectives

**3.1** To ensure that the supply, receipt, storage, administration and disposal of CDs meets all regulatory requirements.

**3.2** To ensure that there are procedures in place for identifying, reporting and reviewing incidents, errors and near misses involving CDs as well as sharing concerns about mishandling of CDs.



## 4. Policy

**4.1** Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that all staff are aware of and follow the policy and associated procedures relating to the safe and secure handling and storage of Controlled Drugs in accordance with legal and regulatory requirements and good practice guidance from the Royal Pharmaceutical Society.

Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure through the use of this policy and procedure that:

- | Staff are clear on the standards that are expected of them in relation to the handling and storage of Controlled Drugs
- | Staff and Service Users, or anyone else living in the home, are not put at risk as a result of the incorrect handling of Controlled Drug medicines
- | All legislation and guidance is adhered to with respect to Controlled Drugs
- | Risks associated with the incorrect handling and storage of Controlled Drugs are reduced to a minimum
- | There are robust systems for storing, transporting, administering, recording and disposal of CDs safely that respect the Service User's right to choice and promote their safety and wellbeing

### **4.2 Care Worker Responsibilities**

The care worker must:

- | Check the MAR (Medicine Administration Record) and Care Plan to ensure that the medication is due and recorded
- | Select the correct Controlled Drug at the correct time
- | Check that the name on the label attached to the Controlled Drug is the same as the Service User
- | Prepare the right dose, included on the label and on the MAR
- | Give it to the right person
- | Record the dose given and sign to confirm that it has been given
- | Do not administer based upon verbal instructions
- | Any changes to the dose detailed in the Care Plan must be made via the office and recorded correctly on the MAR
- | Where other health professionals are involved, they must communicate directly with Inspiring Aspirations Plus Ltd T/A Inspiring Support about any changes to medication regimes. Inspiring Aspirations Plus Ltd T/A Inspiring Support will ensure that this information is shared with the Support Worker



## 5. Procedure

**5.1** In Supported Living, Controlled Drugs (CDs) will be received and stored in the same way as all other prescribed medicines.

**5.2** All staff involved with checking and administering the CD must be trained and assessed as competent to administer medication.

### 5.3 Recording

- | Administration of the Controlled Drug must be recorded on the Service User's MAR and documented in the Support visit record
- | The MAR must clearly indicate when medication is a Controlled Drug by typing or writing CD beside the drug name
- | It is essential for Controlled Drugs that there is a single record for recording administration of medication when care is shared by providers and/or families
- | The strength of liquid Controlled Drugs must be clearly marked as x mg/ml on the MAR next to the drug name
- | The dose of medicine must always be placed on a separate line, e.g.

Oramorph 10mg/5mL Oral Solution

TWO 5ml spoonfuls taken when required up to 4 times daily

### 5.4 Identifying a Controlled Drug

Always verify whether a medicine is/is not a Controlled Drug with the Community Pharmacist before proceeding. Commonly seen products are listed below but this list is not exhaustive:

- | Oral drugs include: MST Continus®, Sevredol®, Zomorph®, MXL®
- | Patches include: BuTrans®, Durogesic DTrans®

Oramorph® Oral Solution (10mg/5ml) must be recorded as a Controlled Drug because of the risks involved in its use.

### 5.5 Oral Liquid CDs

- | These must be measured and administered using an oral/enteral syringe. These are available from the Pharmacist
- | Where possible, the top of the oral liquid bottle will have a press-in bottle adaptor of the correct size inserted to ensure that the dose can be measured accurately
- | The dignity of the Service User must be maintained at all times when administering oral liquids
- | Liquid Oral Controlled Drugs must **always** have the dose clearly indicated **only** as the **volume in millilitres** on the MAR
- | Pharmacy medication labels will always show the dose in this way e.g. TWO 5ml spoonfuls (a 5ml oral syringe is equivalent to a 5ml spoon for measuring and the syringe must be used as there is less chance of spillage)

### 5.6 PRN Controlled Drugs

For 'when required' dosing there must be specific instructions for the care worker on the dose, frequency and maximum number of daily doses – recorded on the MAR.

### 5.7 Controlled Drugs via Specialised Techniques

Where a CD is in the form of an injection this can only be administered by a Registered Nurse.

### 5.8 Service Users who Self-Manage

Service Users not requiring support with medication will keep and take Controlled Drugs themselves. Support Workers must report to Inspiring Aspirations Plus Ltd T/A Inspiring Support if Service Users are leaving any medication lying around, including any known to be a Controlled Drug, where they may be a risk to others and may be at risk of being stolen.

The risk assessment process places responsibility on the Service User who keeps the Controlled Drugs. Monitoring and review of the risk factors must take place and where there is a change in the Service User's condition or concerns about capacity, this must be reported to Inspiring Aspirations Plus Ltd T/A Inspiring Support. A review following the principles of the Mental Capacity Act 2005 must then take place.

### 5.9 Collecting Controlled Drugs

- | Support Workers who have to collect Controlled Drugs as part of the Service User's Care Plan may be



asked to show identification at the pharmacy

- | A risk assessment will be undertaken to ensure the safety and wellbeing of the Support Worker as a lone worker and the safe custody of the Controlled Drugs

#### 5.10 Storage of Controlled Drugs

- | Where the Service User manages their own medication, they will decide where and how to store medication including Controlled Drugs. Where possible, they must be stored in a safe place and as per the storage instructions
- | Where Inspiring Aspirations Plus Ltd T/A Inspiring Support is supporting with medication administration, the storage requirements of any Controlled Drugs will be clearly documented in the Service User's Care Plan. Any concerns in relation to the storage of a Controlled Drug must be reported to Inspiring Aspirations Plus Ltd T/A Inspiring Support immediately

#### 5.11 Disposal of Controlled Drugs

- | Where medication administration support is given, Inspiring Aspirations Plus Ltd T/A Inspiring Support may need to make arrangements for the medication to be returned to a local pharmacy
- | Service User's medication can only be disposed of with their consent. Responsibility for the safe disposal of medicines (including tablets, capsules, eye drops, tubes of cream, patches etc.) rests with the Service User, their family, or the person identified in the Risk Assessment

#### 5.12 Errors, Omissions or Near Misses

- | If an error occurs when a Controlled Drug is given, as with any other medicine, this may have serious consequences for the Service User
- | The Support Worker will first contact the Service User's GP for advice
- | If the GP is unavailable or it is out-of-hours, the Emergency Services must be contacted
- | The Support Worker must also contact Inspiring Aspirations Plus Ltd T/A Inspiring Support and speak to the most senior person available
- | Follow the Accident and Incident Reporting Procedure
- | If there have been serious consequences for the Service User as a result of an error or omission, then a regulatory notification will be submitted to the Care Quality Commission

#### 5.13 Controlled Drugs and the Death of a Service User

If a Service User dies suddenly or unexpectedly, medication including any Controlled Drugs will not be removed from the home without prior permission from the Coroner as they may be required by the Coroner.



## 6. Definitions

### 6.1 CDs

- | Controlled Drugs
- | These are prescribed medicines which are usually used to treat severe pain, induce anaesthesia or treat drug dependence and have additional safety precautions and requirements. (Royal Pharmaceutical Society)

### 6.2 Schedule 2 and Schedule 3 Controlled Drugs

- | The Misuse of Drugs Regulations 2001 (and subsequent amendments) define the classes of person who are authorised to supply and possess Controlled Drugs while acting in their professional capacities and lay down the conditions under which these activities may be carried out
- | In the regulations, drugs are divided into five schedules (this includes Schedule 2 and 3) each specifying the requirements governing such activities as import, export, production, supply, possession, prescribing, and record keeping which apply to them

### 6.3 MAR

- | A **MAR** (Medication Administration Record) is a working document used to record administration of medicines. Ideally, they should be produced by the pharmacy on a monthly basis at the time of dispensing and delivered with the medication



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 1 CDs prescribed by medical practitioners must comply with specific legal requirements
- 1 Service Users do not need to have a CD cabinet however CDs will be stored safely
- 1 The Support Worker will not take verbal instructions for Controlled Drugs from other health professionals
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support will manage all communication and MAR amendments



## Key Facts - People affected by the service

People affected by this service should be aware of the following:

- 1 You may self-administer Controlled Drugs



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

**NICE - Managing medicines in care homes** (although tailored to care homes, it is a useful resource to review):

<https://www.nice.org.uk/guidance/sc1>

**CQC - Medicines information for adult social care services:**

<https://www.cqc.org.uk/guidance-providers/adult-social-care/medicines-information-adult-social-care-services>



## Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- 1 There is evidence of working with the multi-disciplinary team to ensure that the Service User's needs and wishes are met
- 1 Inspiring Aspirations Plus Ltd T/A Inspiring Support support Service Users who wish to be self-managing with medication and robust procedures are in place to manage any risks
- 1 There is a training programme in place and competency is assessed with staff given the opportunity to develop their skills and knowledge
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App
- 1 A nominated individual has been appointed to ensure that Inspiring Aspirations Plus Ltd T/A Inspiring Support works in accordance with the safe use and management of Controlled Drugs
- 1 There is regular monitoring and auditing of the medication process at Inspiring Aspirations Plus Ltd T/A Inspiring Support, including around Controlled Drugs



## Forms

Currently there is no form attached to this policy.