

MEDICATION ERROR ACTIONS

MEDICATION ERRORS MUST NOT BE TREATED AS TRIVIAL AND MUST ALL BE REPORTED

Medication error including:

- Inaccurate dispensing from packaging (correct medication / wrong day)
- Poor or no recording on MARS
- Failure to complete and/ or record stock checks.
- Failure to effectively store medication

Outcomes include

- No harm caused.
- Internally identified "gaps" in staff

LEVEL 1

1. Report immediately to senior manager/ on call/ duty manager
2. Staff Member suspended from medication
2. Medication Supervision
3. Medication Observation

Medication error including:

- Over or under dosing of medication
- Missed medication
- Administering medication at the wrong time/ day

Outcomes include

- Potential or immediate harm caused to an individual

LEVEL 2

1. Staff Member suspended from medication
2. Contact Medical Practitioner for advice
3. Safeguarding Alert raised
4. Incident Report completed
5. CQC Notification
6. Duty Manager/ On Call informed
7. Formal Investigation Procedures
8. Training + Observations
9. Possible Disciplinary Procedures

Medication error including:

- Unauthorised covert medication administration.
- Administering medication to the wrong individuals

Outcomes include

- Medication error causing serious / significant harm to a person leading to the need for medical treatment

Medication error including:

- One medication error causing catastrophic harm to one person / hospitalisation / irreparable damage / death
- Medication theft or intentional mismanagement (withholding required medication)

LEVEL 3/4

1. Staff member Suspended from medication
2. Immediate Medical Attention obtained
3. Safeguarding Alert raised
4. Incident Report completed
5. Duty Manager/ On Call informed
6. Formal Investigation
7. Formal Disciplinary Procedures
8. Criminal Investigation /Coroners Enquiry