Central Bedfordshire Guidance for when Medication Management Concern is identified in Care Homes & Care Agencies

**LEVEL 1**
Provider
Informal Procedures

- Medication error / mistake
- No harm caused
- Internally identified “gaps” in staff understanding, training, supervision and/or auditing

**LEVEL 2**
Provider
Formal Complaints or Disciplinary Procedures

- Medication error
- Minimal harm to one or more people
- Previous low level concerns identified with staff member
- Insufficient prevention measures in place

**LEVEL 3/4**
Safeguarding concern
Investigation and seek clinical advice

- Medication error causing serious/significant harm to a person leading to the need for medical treatment
- Previous concerns identified
- Ongoing ineffectiveness, repeated poor practice
- Covert approaches to errors
- Insufficient prevention measures such as training, supervision & auditing
- Statutory CQC Notification

- One medication error causing catastrophic harm to one person / hospitalisation / irreparable damage death
- Previously identified significant concerns
- Insufficient prevention measures
- Statutory CQC Notification

Professional Judgement, discuss with manager

If unsure, seek advice from the Safeguarding Team 0300 300 8122