

Pro Care Homes Limited

The Sylvester Care Centre

Inspection report

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Tel: 01253625777

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31 January 2017

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Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of The Sylvester Care Centre on 17 and 19 February 2016. During this inspection we found a breach of legal requirements. This was because the provider had failed to ensure safe management of medicines. We asked the provider to send us a report that said what action they were going to take in relation to safe medicines management

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 31 January 2017 to check they had followed their plan and to confirm they now met legal requirements.

This report only covers our findings in relation to the latest inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'The Sylvester Care Centre' on our website at www.cqc.org.uk

The Sylvester Care Centre is registered to provide personal care for fourteen people whose needs are associated with their mental health. The home offers support for life and does not offer rehabilitation services. There are twenty one single rooms and two double rooms, eleven of which have en-suite facilities. All floors have a range of bathrooms and toilets in close proximity to people's bedrooms and communal areas. The home is situated close to local amenities.

A registered manager was in place. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At our focused inspection on the 31 January 2017 the provider had followed their plan which they had told us would be completed by July 2016 and legal requirements had been met.

Staff managed medicines safely with appropriate gaps between the times of administering them. They were stored securely and not left unattended. Pain relief tools were in place to assist staff to give people with limited communication pain relief when they needed it.

We could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Requires Improvement 

We found that action had been taken to improve the safety of the service.

Medicines were managed safely and stored securely.

Staff gave 'when necessary' pain medicines ensuring recommended amounts of time between doses.

Pain tools were in use for 'when necessary' pain medicines, where people had limited communication.

This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection. ☐

The Sylvester Care Centre

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection team consisted of one adult social care inspector.

Prior to our unannounced inspection on 31 January 2017, we reviewed the information we held about The Sylvester Care Centre. This included the provider's action plan, which set out the action they would take to meet legal requirements and notifications we had received from the provider. These related to incidents that affect the health, safety and welfare of people who lived at the home.

We spoke with a range of people about The Sylvester Care Centre. They included one person who lived at the home, two relatives, one staff member and the registered manager. We did this to gain an overview of what people experienced whilst living at the home.

We also spent time observing staff interactions with people and looked at records. We checked medicine records and pain relief information in relation to two people who lived at the home.

Is the service safe?

Our findings

At the comprehensive inspection on 12 and 18 April 2016 we identified a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. At that inspection when we looked at how medicines were managed we saw staff did not administer medicines safely. We observed a member of staff leave the medicines cabinet and medicines room door ajar and unattended. This risked unauthorised people accessing medicines. There was no individual person-centred guidance in place for people's 'when necessary' pain relieving medicines. Neither was there a pain care plan in place or formal pain assessment tools in use to assess people's level of pain where people living with dementia were not able to communicate their pain verbally. 'When necessary' pain medicines were not given at correct intervals. This may have left people at risk of inadequate pain management or unnecessary side effects.

At this focused inspection visit carried out 31 January 2017, we checked what progress had been made in relation to improving the safety of people's medicines management. We spoke with a member of staff and the registered manager about storage and administration of medicines. They showed us medicines were stored in the medicines cupboard and this was not left unattended when open. We checked the medicines administration records to ensure there were safe amounts of time between giving pain medicines, so pain relief was most effective. We saw pain tools were in use for 'when necessary' pain medicines, where people had limited communication. We saw evidence that staff had been taught how to use the pain relief tools. Medicines audits by the local pharmacy had been completed as well as in house audits. These measures demonstrated medicines had been given safely.