

Bellhouse Care Home Limited

Bell House Care Home Limited

Inspection report

61 Wilshaw Road
Meltham
Huddersfield
West Yorkshire
HD9 4DX

Tel: 01484850207

Date of inspection visit:
13 April 2021

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24 May 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

Bell House Care Home Limited is a residential care home providing personal care to people aged 65 and over. The service can support up to 24 people.

People's experience of using this service and what we found

Medicines were not always managed safely. People did not always get their medicines as prescribed. Records for topical medicines were not completed correctly. Where issues were identified in the home's stock record system, action was not taken to investigate this.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was inadequate (published 18 June 2021). At this inspection we found the provider remained in breach of regulations.

Why we inspected

We carried out an unannounced targeted inspection of this service on 13 April 2021. We undertook this targeted inspection to check whether the management of medicines at the service had improved. We found sufficient improvement had not been made to meet the legal requirements.

Enforcement

We have identified a continued breach in relation to the management of medicines.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Bell House Care Home Limited on our website at www.cqc.org.uk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Bell House Care Home Limited

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements in relation to Regulation 12 Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Inspection team

This inspection was carried out by a pharmacist specialist.

Service and service type

Bell House Care Home Limited is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We used all of this information to plan our inspection.

During the inspection

We spoke with senior members of staff. We looked at the governance arrangements for the safe handling of medicines including the providers policy and audits. We looked at medicine's records for six people.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated inadequate. We have not changed the rating as we have not looked at all of the safe key question at this inspection. The purpose of this inspection was to check if the provider had met the requirements of a concern we had about the management of medicines. We will assess the whole key question at the next comprehensive or focussed inspection of the service.

At our last inspection the provider had failed to ensure medicines were managed safely. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Not enough improvement had been made at this inspection and the provider was still in breach of regulation 12.

Using medicines safely

- Medicines were not always managed safely.
- Body maps were not always in place to support the safe administration of topical creams. We found some people had creams recorded as administered that were not available. Administration on the day of our visit had been signed for on the topical medicine administration record (MAR) before they had been applied. Patch application records for one person were not in place to ensure that the patch was rotated in line with manufacturers guidance to reduce the risk of side effects.
- Where when required medicines were prescribed with a variable dose, there was no guidance on what dose to give.
- The clinical lead had audited the medicine system weekly and monthly, but no issues were identified. This did not reflect what we found during our inspection. Where stock balance discrepancies were found by staff during the process of medicine administration these were not escalated for investigation, so that the manager had the assurance that medicines were administered correctly.
- Night staff were not trained in medicine administration this meant that people would have to wait for on-call staff to attend if when required medicines were needed.
- There was a medicine policy in place, but this was not dated and needed to be updated to reflect current practice in the home for example it referred to the use of Homely Remedies which the home no longer kept.

The provider failed to ensure people received their medicines safely. This was a continued breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities).

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment People were not protected against the risks associated with medicines. Regulation 12 (F)