

Hillgreen Care Limited

Hillgreen Care Ltd - 13 Ruskin Road

Inspection report

13 Ruskin Road
N17 8ND
Tel: 020 8880 9494

Date of inspection visit: 2nd September 2015
Date of publication: 02/10/2015

Ratings

Overall rating for this service

Good 

Is the service safe?

Good 

Overall summary

We undertook a focused inspection on 30 June 2015 at which one continued breach of legal requirements was found. The registered provider did not manage medicines safely. At our focused inspection on 30 June 2015, we found that the provider had not followed their plan and legal requirements had not been met.

We found that medicines were not administered appropriately which meant that people could not be confident that the management of medicines was safe.

This was a continued breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We served a warning notice on the provider in respect of this breach.

We undertook a focused inspection of Hillgreen Care Ltd - 13 Ruskin Road on 2 September 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our focused inspection on 30 June 2015 had been made.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Ruskin Road on our website at www.cqc.org.uk.

Hillgreen Care Ltd - 13 Ruskin Road is a six bed care home for people with learning disabilities. It is registered for the regulated activity, accommodation for persons who require nursing or personal care. On the day of our visit there were six people living in the home.

The service had a registered manager. A registered manager is a person who has registered with the Care Quality Commission 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 and associated Regulations about how the service is run.

At our focused inspection on 2 September 2015, we found that the provider had followed their plan and legal requirements had now been met.

Summary of findings

We found that medicines were administered appropriately which meant that people could be confident that the management of medicines was safe.

Overall, we found that the provider had addressed the breach of regulation that had resulted in us serving a warning notice.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe. We found that medicines administration records were accurate and up to date.

Regular medicines audits were taking place. This meant that people were receiving their medicines as prescribed.

Good



Hillgreen Care Ltd - 13 Ruskin Road

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 was 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.

We undertook a focused inspection of Hillgreen Care Ltd - 13 Ruskin Road on 2 September 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our focused inspection on 30 June 2015 had been made.

We inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting legal requirements in relation to the question safe.

The inspection was undertaken by one inspector.

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During this inspection we spoke with the registered manager and deputy manager. We looked at the medicines administration records for six people who use the service and the provider's medicines policy and audit systems.

Is the service safe?

Our findings

At our inspection in June 2015, we found that the registered provider did not manage medicines safely. This was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We took enforcement action and served a warning notice on the provider requiring them to become compliant with this regulation by 31 July 2015.

We undertook an unannounced focused inspection on 2 September 2015 to check that the improvements required following our enforcement action had been made. We found that the provider had addressed this breach.

Systems were now in place to ensure that people consistently received their medicines safely, and as prescribed.

We saw that appropriate arrangements were in place for obtaining medicines. Staff told us how medicines were obtained and we saw that supplies were available to enable people to have their medicines when they needed them.

As part of this inspection we looked at the medicines administration records (MAR) for all six people. We saw these had all been correctly completed and initialled by a member of staff. Each person had a separate file for recording their medicine administration and these contained photographic identification and a list of any known allergies.

Stock audits were regularly carried out. Each day two members of staff carried out a tablet count to check the correct amount had been dispensed. The data was entered on to a spreadsheet which alerted the registered manager to any discrepancies. We viewed the records from recent counts and they were all correct.

Medicines were stored safely in a locked cabinet in the office. Each person's medicines were clearly labelled inside the cabinet and kept in separate boxes or folders. A record of the cabinet temperature was kept each day. We saw this had been regularly completed and temperatures were within the correct range. There were no medicines being stored in a refrigerator.

Records showed all staff who administered medicines had completed medicines management training in July 2015 and each member of staff had their competency in medicines administration assessed soon after this. We saw from records that this assessment included observation and a written assessment.

The registered manager told us that he had introduced a daily audit system where a second member of staff checked that the person responsible for giving the medicines had done so, by cross checking the individual stock. He also told us that medicines management was now regularly discussed in team meetings, noting "We have increased our communication in relation to medicines and people are now really on board." We saw that the audits were complete and up to date. The deputy manager told us "We know who is responsible for administering medication at all times as it is marked on the staff rota, so there is always a clear audit trail."