Care Quality Commission

Twinglobe Care Limited

Azalea Court

Inspection report

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Ratings

Overall rating for this service	Good
Is the service safe?	Good
Is the service well-led?	Good

Overall summary

This inspection took place on 25 April 2015 and was unannounced. When we last visited the home on 24 October 2014 we found the service was not meeting all the regulations we looked at.

Azalea court is a nursing home that is registered to provide nursing and personal care for up to eighty people on three floors. On the day of the inspection there were 72 people using the service.

The home 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 2008 and associated Regulations about how the service is run.

People received all their medicines when they needed them.

Audits of medicines showed that medicines were administered correctly and action had been taken to improve the medicines administration.

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. Staff supported people to have their medicines safely.	Good
Is the service well-led? The service was well-led. Medicines audits had been used to improve the safety of medicines administration.	Good

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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.

This inspection took place on 25 April 2015 and was unannounced.

The inspection was carried out by a pharmacist inspector.

We also looked at a sample of 20 medicine administration records and records related to the management of the service.

Good

Is the service safe?

Our findings

At our inspection in October 2014 we found that the provider had not protected people against the risk of unsafe medicine administration and did not have in place appropriate arrangements for the management of medicines. In November 2014 the provider sent us an action plan setting out how they were going to meet these shortfalls.

We looked at the medicine administration records for 20 out of 72 people. We found there were no unexplained omissions in the administration records. We checked the stock balance of 18 medicines not supplied via the monitored dosage system and found them all to be accurate.

When medicines were administered covertly to a person in their best interest we saw there were signed agreements in place, which included the person's doctor and family. Information was also supplied by the dispensing pharmacy to ensure they medicines were given safely.

We saw where medicines were prescribed to be given 'only when needed', or where they were to be used only under specific circumstances, individual when required protocols, (administration guidance to inform staff about when these medicines should and should not be given) were in place. They provided information to enable staff to make decisions as to when to give these medicines to ensure people were given their medicines when they need them and in way that was both safe and consistent.

Good

Is the service well-led?

Our findings

At our inspection in October 2014 we found that the provider did not have effective systems to monitor medicines administration as they did not identify omissions in recording and inappropriate administration of medicines. Following the inspection the provider sent us an action plan detailing how they would make improvements to the monitoring of the administration of medicines.

At this inspection we found that the monitoring and checking of medicines management systems had improved. There were weekly audits to check medicines were being administered correctly, and we saw appropriate action was taken when required.