

Age UK North Tyneside

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Inspection report

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Ratings

Overall rating for this service

Good



Is the service safe?

Requires improvement



Is the service well-led?

Good



Overall summary

We carried out a comprehensive inspection of this service in June 2015. A breach of legal requirements was found in relations to medicines management. We issued a warning notice and told the provider they needed to improve. We undertook this focused inspection to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Age UK North Tyneside on our website at www.cqc.org.uk.

Age UK North Tyneside provides personal care to people living in their own homes. There were over 400 people using the service at the time of the inspection.

At this inspection we found that improvements had been made with medicines management. Medicines were recorded and administered safely. We could not improve

the rating for safe from requires improvement because to do so needs consistent good practice over time. We changed the rating awarded for well-led, since we had previously rated this domain as requires improvement because of the enforcement action we took. We judged that the provider had met the requirements of the warning notice; therefore we rated well-led as good because we found there was an effective system in place to monitor and assess the quality and safety of the service.

There was a registered manager 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 and associated Regulations about how the service is run. She

Summary of findings

spoke passionately about her role and dedication to ensuring the care and welfare of people who used the service. A well-defined management structure was in place from the board down to the delivery teams.

The provider was displaying their CQC ratings in their head office and on their website in line with legal

requirements. They were also meeting all the conditions of their registration including the submission of notifications. Notifications are changes, events or incidents that the provider is legally obliged to send us within the required timescale. They enable us to monitor any trends or concerns within the service.

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?

We found that action had been taken to improve safety.

Medicines were administered safely and medicines administration records were completed accurately.

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.

Requires improvement



Is the service well-led?

The service was well led.

There was a registered manager in place. She spoke passionately about her role and dedication to ensuring the care and welfare of people who used the service. A well-defined management structure was in place from the board down to the delivery teams.

Regular checks of medicines records were carried out to make sure they were completed properly.

The provider was displaying their CQC ratings in their head office and on their website in line with legal requirements. They were also meeting all the conditions of their registration including the submission of notifications.

Good



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Detailed findings

Background to this inspection

We undertook an announced focused inspection of Age UK North Tyneside on 30 September 2015. This inspection was undertaken to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in June 2015 had been made. We inspected the service against two of the five questions we ask about services: Is the service safe? and Is the service well-led? This is because the service was not meeting one legal requirement in relation to the management of medicines at the previous inspection in June 2015.

The inspection team consisted of a pharmacy inspector and an inspector.

We spoke with the registered manager and four care workers. We visited 10 people at their homes and looked at their care plans, risk assessments and medicines administration records. We also looked at medicines audits and other information which the provider sent us which related to the management of the service.

Prior to carrying out the inspection, we reviewed all the information we held about the service.

Is the service safe?

Our findings

People did not raise any concerns about medicines management. They informed us that staff supported them to take their medicines when they needed them.

The provider had a detailed medicines policy in place which listed the different levels of medicines support which were provided for people. The level of support identified in the risk assessment matched the level of support given for all of people we visited.

Care plans contained information about where people kept the medicines, how they should be administered and what time they should be taken. One person had their medicine crushed and added to thickened liquid before administration because of swallowing difficulties. We noted that the appropriate advice had been sought from health care professionals and this was clearly documented. Care

plans also contained a list of current medicines that people were prescribed. Since our last visit, the provider had introduced a system to ensure that this was accurate and up to date.

Several people were prescribed creams and ointments which were applied by care staff. Since our last inspection, guidance on where these preparations should be applied and the frequency of application had been updated. This helped to ensure that people's prescribed creams and ointments were used appropriately. Staff told us they were still working on improving these records and ensuring they were always completed.

We were told and records confirmed, that all care staff had been given additional medicines training since our last visit. We also saw that care staff were assessed by a supervisor to make sure that they were following guidance.

We did not have any concerns with staffing levels, recruitment or safeguarding at our previous inspection in June 2015. These areas will be checked again at our next comprehensive inspection.

Is the service well-led?

Our findings

People did not raise any concerns about the management of the service and considered that the service was well-led.

At our previous inspection in June 2015, we took enforcement action in relation to medicines management and took this action into account when we rated the well led domain 'requires improvement.'

At this inspection we found that regular checks of medicines records were carried out to make sure they were completed properly. These checks helped identify any issues quickly in order to learn and prevent the errors happening again.

There was a registered manager in place. She spoke passionately about her role and dedication to ensuring the care and welfare of people who used the service. A well-defined management structure was in place from the board down to the delivery teams. The board consisted of a chief executive and two executive directors, together with 12 trustees. The chairman and the trustees had a wide depth and breadth of experience from the public and commercial sectors.

The provider participated in a of external accreditation schemes. These included ISO 9001 which is an internationally recognised quality management standard; Contractors Health & Safety Assessment Scheme (CHAS) and Investors in People, a nationally recognised people management standard. In addition, they had achieved the Organisational Quality Standards for local Age UK's in England. These standards helped Age UK North Tyneside demonstrate their commitment to providing a quality service.

As part of the new Health and Social Care Act (Regulated Activities) Regulations 2014, providers must ensure that their ratings are displayed conspicuously and legibly at each location delivering a regulated service and on their website. A link to the CQC inspection report was included on the provider's website and a poster with their ratings was displayed in their head office.

We found that the provider was meeting all the conditions of their registration. They were sending us notifications of certain events such as the deaths of people who used the service. Notifications are changes, events or incidents that the provider is legally obliged to send us within the required timescale. They enable us to monitor any trends or concerns within the service.