

# Aspire: for Intelligent Care and Support C.I.C

## The Limes

### Inspection report

Moorfield Close  
Swinton  
Manchester  
Lancashire  
M27 0FN

Tel: 01617943042

Date of inspection visit:  
25 July 2016

Date of publication:  
06 September 2016

### Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Inadequate ●

# Summary of findings

## Overall summary

This was an unannounced inspection carried out on 25 July 2016, in response to concerns we had received regarding the safe management of medication. This report only covers our findings in relation to that issue. We last inspected the service on the 09 March 2016. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Limes on our website at [www.cqc.org](http://www.cqc.org).

The Limes care home provides accommodation for a maximum of 30 people. It provides intermediate care (rehabilitation) for 28 people, which is shared with Salford Primary Care Trust and staffed by a Multi-Disciplinary Team. The home also provides two respite beds for people who require short term placements.

The provider, which is called Aspire for Intelligent Care and Support C.I.C Ltd, is a new employee owned social enterprise and is a 'community interest company,' which registered with CQC in June 2015. The service had up until that point been operated by Salford City Council. The 'community interest company' structure is intended to ensure that assets are kept within the company and activities are carried out to benefit the local community. Though Aspire is a new provider, the service is run by the same management and staff team, who were previously employees of the local authority. All staff had the opportunity to purchase a one pound share that had no monetary value, but entitled them to vote at the annual general meeting and to have an input into how their company was run.

There was a registered manager in place. 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.

We found the management and administration of medication was not safe.

We reviewed 13 medication administration records (MAR) and found six did not have people's allergies recorded. Not having allergies recorded increases the risk of medicines being given to someone with an allergy.

Minimum and maximum fridge temperatures were not recorded everyday as per national guidance.

We checked the Controlled Drugs (CD) cabinet and register and found concerns with how CDs were being recorded, checked and how they were being returned to the pharmacy for disposal.

Medicines were not always administered as prescribed. One person was not given a medicine to thin their blood on one day and a tablet to help their bones for two days as the medicines were not available in the home to give and staff could not explain the reason for this. Another person who was taking a medicine for Parkinson's disease that needed to be administered at specific times did not receive it at the required time on six occasions.

The medicines policy had not been updated since 2005, and medicine audits had not been completed since September 2015. An up-to-date medicine policy ensures that staff have the most recent guidance and medicine audits highlight areas for improvement.

This is a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in respect of safe care and treatment. The service had not protected people against the risks associated with the safe management of medication.

## 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 the management and administration of medication was not safe.

The medicines policy had not been updated since 2005, and medicine audits had not been completed since September 2015.

Although we didn't look at the overall domain, we have reviewed the rating of 'safe' from 'requires improvement' to 'inadequate,' because we found the service had not protected people against the risks associated with the safe management of medication.

**Inadequate** ●

# The Limes

## 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 checked 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 Focused Responsive inspection took place on 25 July 2016. The inspection was carried out by one adult social care inspector and a CQC pharmacist.

We inspected the service against one of the five questions we ask about services during an inspection, which were not meeting legal requirements, in this case, 'Is the service safe.'

Before the inspection, we reviewed information we held about the home. We reviewed statutory notifications and safeguarding referrals. We also liaised with external professionals including Salford Health and Social Care Team, who were part of Salford Royal Foundation Trust.

# Is the service safe?

## Our findings

This was an unannounced inspection carried out on 25 July 2016, in response to concerns we had received regarding the safe management of medication. We spoke with five members of staff including the registered manager, area manager, training lead for the service and a senior member of care staff. We also spoke to an advanced nurse practitioner, who was part of the multi-disciplinary team based at the home.

During this inspection we checked the medicines and administration records for 13 people. We found all 13 records had photographs of people that used the service, but six of the records we looked at did not record whether or not the person had an allergy. Not having allergies recorded increases the risk of medicines being given to someone with an allergy.

Minimum and maximum fridge temperatures were not recorded everyday as per national guidance. The recommended range for storing medicines is between two and eight degrees Celsius. On one day the minimum temperature had been recorded as 13°C and maximum temperature as 18°C, which may have affected the safety or the effectiveness of the medicine. Staff could not tell us what action had been taken to address this.

A Controlled Drug (CD) is a medicine that is controlled under the Misuse of Drugs regulations (and subsequent amendments). We checked the CD cabinet and register and found concerns with how CDs were being recorded, checked and how they were being returned to the pharmacy for disposal. A liquid CD that was stored in two bottles had been signed out of the register as being returned to the pharmacy for disposal. One of the bottles had been left in the cabinet, which meant that the register was incorrect.

People who were admitted to the unit had a self-medicating risk assessment completed to assess whether they could administer their own medicines independently. The risk assessment did not fully assess whether people were safe to self-medicate, because it did not ask whether the person had previously self medicated; it did not assess their mental capacity; and did not assess whether the person could open or reach the locked medicines locker. One person had not taken their medicines for a day as they could not reach the medicines locker and could not turn the key to open it.

Medicines were not always administered as prescribed. One person who was prescribed a CD for the relief of pain to be taken four times each day had only been given a dose on two occasions in a week. A second person was not given a medicine to thin their blood on one day and a tablet to help their bones for two days as the medicines were not available in the home to give and staff could not explain the reason for this. A third person had been prescribed a cream for one week to treat a fungal infection. The cream was still being applied two weeks after it should have been stopped. A fourth person who was taking a medicine for Parkinson's disease that needed to be administered at specific times did not receive it on time on six occasions.

The medicines policy had not been updated since 2005, and medicine audits had not been completed since September 2015. An up-to-date medicine policy ensures that staff have the most recent guidance and

medicine audits highlight areas for improvement.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in respect of safe care and treatment. The service had not protected people against the risks associated with the safe management of medication.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment  The service had not protected people against the risks associated with the safe management of medication.

### **The enforcement action we took:**

A Warning Notice has been served.