Bupa Care Homes (AKW) Limited

Heathland Court Care Centre

Inspection report

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Ratings

Overall rating for this service	Requires Improvement

Is the service safe?	**Requires Improvement**

Summary of findings

Overall summary

This inspection took place on 2 February 2016 and was unannounced. At our last focused inspection on 22 December 2015 we found the provider was not meeting legal requirements for safe care and treatment of people through the safe management of medicines. We served the provider a warning notice. A warning notice is a formal way of telling the provider that they are not meeting legal requirements and they need to make improvements by a set date.

After the inspection the provider wrote to us to say what action they would take to meet their legal requirement in relation to the breach. We undertook this focused inspection to check the provider had followed their action plan and had addressed the areas where improvements were required.

This report only covers our findings in relation to that requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Heathland Court Care Centre on our website at www.cqc.org.uk

Heathland Court Care Centre provides accommodation for up to 82 people who require personal and nursing care and support. The service specialises in caring for older people living with dementia. At the time of this inspection there were 49 people using the service.

The service is required to have a registered manager in post. 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 a legal responsibility for meeting the requirements in the Health and Social Care Act and associated Regulations about how the service is run. The registered manager left the service in September 2015. We were notified at the time. A new manager has since been appointed and is in the process of submitting the appropriate registered manager application to the CQC.

At this inspection we found the provider had taken all the necessary action to improve the management of medicines which meant they were no longer in breach of the regulation.

People received their medicines as prescribed. Our checks of stocks and balances confirmed this. People's records had been properly maintained by staff which gave additional assurance that people received all their medicines when they needed them.

Staff responsible for supporting people with their medicines received appropriate support from senior managers. They were aware and understood their responsibilities in relation to the safe management of medicines.

Management checks of medicines had been strengthened. Senior staff checked stocks to ensure there were sufficient quantities of medicines to meet people's needs. They also checked medicines had been ordered and received in time for people to be given these as required. Audits of medicines were carried out daily,

weekly and monthly by senior staff to check staff followed the provider's policy and procedures in place for the safe management of medicines. Issues identified through these checks were dealt with promptly by senior staff.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Requires Improvement

The provider had taken action to improve the management of medicines to ensure people received their medicines as prescribed.

Stocks of medicines were regularly checked to ensure there were sufficient quantities to meet people's needs. Records were properly maintained by staff to confirm medicines had been given as prescribed.

Management checks had been strengthened to ensure staff followed the provider's policy and procedures for the safe management of medicines.

We could not improve the rating for this key question from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection of the home.

Heathland Court Care Centre

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 2 February 2016 and was unannounced. It was undertaken by a single inspector. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our focused inspection on 22 December 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service safe?

Before our inspection we reviewed information we held about the service and the provider. During the inspection we spoke to the manager, the deputy manager and three registered nurses (RGN's). We looked at nine people's records relating to their medicines and other records, policies and procedures relating to the management of medicines at the service.

Requires Improvement

Is the service safe?

Our findings

During our focused inspection on 22 December 2015 we found some aspects of medicines management were not safe. The provider had not ensured there were sufficient quantities of medicines in stock to safely meet the needs of all of the people using the service. We also found records of medicines administered had not been properly maintained by staff so we were not assured people had received all their medicines when they needed them. We served a warning notice on the provider that they were breaching legal requirements in relation to the safe care and treatment of people and asked them to make the necessary improvements by 31 January 2016.

After the inspection, the provider wrote to us with an action plan setting out how they would improve the management of medicines. At this inspection we found the provider had taken all the action they said they would, to make the improvements needed to meet legal requirements.

People received their medicines as prescribed. Our checks of stocks and balances confirmed this. Records relating to the administration of people's medicines had been properly maintained by staff which gave additional assurance that people received all their medicines when they needed them.

Staff responsible for supporting people with their medicines, had received appropriate supervision and support from senior managers. Their duties in relation to the safe management of medicines had been reiterated through meetings and formally confirmed in writing so that all were aware and understood their responsibilities.

Management checks of medicines had been strengthened. An additional management check had been introduced to ensure there were sufficient quantities of medicines in stock to meet people's needs. Senior staff checked that medicines had been ordered and received in time for people to be given these as prescribed. Audits of medicines were carried out daily by nurses. The manager and deputy manager also carried out a weekly audit. And, the area manager undertook a monthly review to check staff followed the provider's policy and procedures in place for the safe management of medicines. Issues identified through these checks were dealt with promptly by senior staff.

The manager confirmed there had been no further incidents where people had not received their prescribed medicines since our last inspection because they had made the necessary improvements.