

Mission Care Greenhill

Inspection report

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Ratings

Overall rating for this service

Good 

Is the service safe?

Good 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 21 April 2015 and a breach of legal requirements was found. This was because the provider had failed to ensure medicines were always stored securely. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook a focused inspection on the 25 September 2015 to check that they had followed their action plan and to confirm that they now met legal requirements. This inspection was also unannounced.

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 Greenhill on our website at www.cqc.org.uk

Greenhill is a care home that provides nursing and personal care and support for up to 64 older people. At

the time of our inspection 64 people were using the service, the majority of whom were living with dementia. Two people living at the home also had a learning disability.

The service has not had a registered manager in post since January 2015, although an acting manager has been in day-to-day charge of Greenhill since March 2015. The acting manager is in the process of applying to become registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, registered managers 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.

During our focused inspection we found that the provider had followed their action plan which they had told us would be fully implemented by July 2015. We saw legal requirements had been met by the provider because they had improved their arrangements for ensuring staff always stored medicines correctly and safely in the home.

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 appropriate action had been taken by the provider to improve safety in the home.

This was because the provider ensured medicines prescribed people using the service were stored correctly and safely.

This meant that the provider was now meeting legal requirements and we have therefore revised the rating for this key question; to improve the rating to 'Good'.

Good



Greenhill

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 unannounced focused inspection was undertaken by a single inspector on 25 September 2015. The inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 21 April 2015 had been made. We inspected the service against one of the five questions we ask about services: Is the service safe?

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

During our inspection we spoke with the acting manager, the clinical governance lead nurse/deputy manager, another senior nurse and two care workers. We toured the premises and observed staff administer people's prescribed medicines at lunchtime. We also looked at various records that related to staff and the overall management of the service. This included the minutes of staff meetings and staff training records.

Is the service safe?

Our findings

At our comprehensive inspection of this service on 21 April 2015 we were concerned about the services arrangements for storing medicines that we found were unsafe.

Specifically, we saw the door to a clinical room where medicines were kept had been left unlocked and unattended by staff who were administering medicines elsewhere in the home at the time. This represented a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this focused inspection we found that the provider had followed the action plan they had written to meet shortfalls in relation to the requirements of Regulation 12 described above.

We observed staff administering lunchtime medicines and during our inspection we saw they kept the clinical room door locked when the room was not in use. We also saw all three of the home's clinical rooms where people's prescribed medicines were kept had a notice clearly displayed on the door reminding staff to always keep the room locked when not in use. We viewed one clinical room with staff and saw the various cabinets, trollies and fridges used to store medicines were securely locked. It was clear from the minutes of a recent staff meeting, and comments we received from staff, that managers had reminded them about the importance of always storing medicines safely in the home. Staff told us they had received medicines training and their competency to continue handling and storing medicines safely was assessed annually. This was confirmed by both managers we spoke with.