

Tamaris Healthcare (England) Limited

# The Laurels Care Home

## Inspection report

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20 July 2016

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

We carried out a comprehensive inspection of this service on 27 October 2015. At that time we found the provider had breached a regulation about the management of medicines. This was because the provider's arrangements with a pharmacy had meant people's medicines had not been delivered to the home in a timely way. Some people had no stock of their medicines for up to four days. This meant people medicines were not managed in a safe way. The provider sent us a plan showing what actions would be taken to address this.

We undertook this focused inspection to check that the provider had followed their plan and to confirm they now met the 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 The Laurels Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We found the provider had met the assurances in their action plan. There had been improvements to the arrangements the provider had with the pharmacy for medicines to be delivered and this meant people's medicines did not run out of stock.

## 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 action had been taken to improve the safety of medicines management. The provider had improved the arrangements with the pharmacy so people's medicines were delivered to the home in a more timely way.

We could not improve the rating for 'is the service safe?' from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

### Inspected but not rated

# The Laurels Care Home

## **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.

We undertook an unannounced focused inspection of The Laurels Care Home on 20 July 2016. This inspection was carried out to check that improvements had been made following our comprehensive inspection on 27 October 2015. We inspected the service against one of the five questions we ask about services: Is the service safe? This is because the service was not meeting a legal requirement at the last inspection.

The inspection was undertaken by one adult social care inspector. During our inspection we looked at the medicines administration records for 22 people who used the service. We spoke with the registered manager, deputy manager and a senior care worker.

## Is the service safe?

### Our findings

At the last inspection of this service in October 2015 we found the provider had breached a regulation about the management of medicines. This was because the provider's medicines arrangements meant people's medicines were not always received at the home in a timely way. In some instances this had resulted in some people missing their medicines for between one to four days. The provider sent us a plan showing what actions would be taken to address this. They said these actions were completed by 16 March 2016.

We carried out this focused inspection on 20 July 2016. We checked whether the provider had made improvements to make sure people who lived at the home were not left without their medicines. We found improvements had been made.

Senior managers from the organisation met with the pharmacy service to discuss the issues relating to the prescribing system and delivery of prescribed medicines. Arrangements had been made for the pharmacy service to dispense and deliver medicines at an earlier date than previously. This meant there was more time for nurses and senior staff to check all medicines had been received and to contact the pharmacy if any items were missing.

The registered manager had also liaised with the local GP practice and made arrangements for any urgent or short-term medicines, such as antibiotics, to be provided on a paper prescription so these could be dispensed quickly by any local pharmacy.

We looked at the medicine administration records for the previous month for 12 people on the ground floor nursing unit. We saw there had been no gaps in the administration of medicines. We discussed the arrangements for medicines management with the deputy manager. They confirmed the situation had improved since the last inspection and that no-one was left without vital medicines such as pain relief.

We looked at the medicines administration records for 10 people on the first floor unit and spoke with a senior care worker about these. They confirmed the medicines arrangements had improved and that no-one was left without their medicines.

We saw that the provider's actions had led to improvements in the way people's medicines were managed.