

Kingsley Nursing Homes Limited

Kingsley Nursing Home

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 25th February 2015, at which a breach of legal requirements was found. This was because medication practices were not as robust as required and improvements were needed to the way in which medication practices were audited.

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 20th August 2015 to check that they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Kingsley Nursing Home' on our website at www.cqc.org.uk

Kingsley Nursing Home is registered to provide accommodation and personal care for up to 25 older people. The nursing home is accommodated across two Victorian houses that are connected by an internal corridor.

A registered manager was in post. 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.

At our focused inspection on the 20th August 2015, we found that the provider had followed their plan which they had told us would be completed by the 31st July 2015 and legal requirements had been met.

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 the safety of the service.

People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines safely. This meant that the provider was now meeting legal requirements.

Checks and audits were made to medication practices to improve the quality of the service.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Kingsley Nursing 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.

This focused inspection took place on 20th August 2015 and was unannounced. The inspection was completed to check that improvements to meet legal requirement identified at the comprehensive inspection on 25th February 2015 had been met. The inspection was undertaken by an adult social care inspector.

We inspected the service against one of the five questions we ask about the service; Is the service safe? This is because the service was not meeting legal requirements in relation to this question.

Before our inspection we reviewed the information we held about the service and reviewed the provider's action plan, which aims to set out the action they would take to meet legal requirements. At the visit we spoke with the registered manager. We looked at medicine administration records (MARs) for all of the people who lived in the home, we looked at medication audits and PRN medication.

Is the service safe?

Our findings

At our comprehensive inspection of this service on 25th February 2015, a breach of legal requirement was found. This was because medication practices were not as robust as required and improvements were needed to the way in which medication practices were audited.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focussed inspection on 20th August 2015, we looked at how medication was managed. We saw that people's care plans has been updated and now included a section for staff to document the person's needs with regards to their medicines. We also saw that people had given their signed consent for staff to administer their medicines. We found that medicines were stored safely and adequate stocks were maintained to allow continuity of treatment for people. We found that medication was only handled and administered by trained nurses. We looked at all of the medicines records for people who were living at the home.

We found that medication administration records (MARs) were all completed accurately with no missing signatures, and no missing information about the person. We saw that MAR sheets were being checked at the end of every shift by a trained nurse. The registered manager told us this was to

check all medication had been given and any errors that were found could be corrected and investigated. We saw that regular stock checks were being carried out on medicines by the registered manager.

MAR sheets had been adapted so they included the amount of medicines carried over from the previous month. The registered manager told us this was to ensure the medication stock levels were monitored and accurate.

The supplying pharmacist audited medication practices annually, which we seen and there was no concerns raised. In addition to this, the provider was completed monthly audits which involved them looking at the MAR sheets for five people each month, counting all of their medications and checking them against the MAR. We saw examples of this and checked two monthly audits from June and July. We found they were completed accurately with no discrepancies. Medicines audits help to ensure medicines are managed safely and that any shortfalls are promptly identified and addressed.

We found that two staff members booked medication into the home to help minimise the risk of errors.

Staff recorded whether or not they were applying creams to people who needed them. We saw staff documented the reasons why the creams were not applied, instead of leaving the date blank. This helped to ensure people had a clear record of when creams were applied. We did, however, see two instances where the dates were left blank. We raised this with the manager at the time, who was not aware of this.