

Support for Living Limited

Support for Living Limited - 79 Harrow View

Inspection report

79 Harrow View

Harrow

Middlesex

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Website: www.supportforliving.org.uk

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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 13 November 2014. A breach of Regulation 13 Management of medicines of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 was found. After the comprehensive inspection, the provider wrote to us on 29 January 2015 to say what they would do to meet legal requirements in relation to the breaches.

We undertook this focused inspection on 19 March 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 those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Support for Living Limited - 79 Harrow View on our website at www.cqc.org.uk.

79 Harrow View is a home located in Harrow, North-West London and is registered to provide accommodation and personal care to nine adults who have mental health needs. The home has a registered manager. 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.

During our focused inspection on 19 March 2015 we found that the provider had taken the necessary steps to ensure that medicines were recorded, stored and administered safely.

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 safety. Procedures for recording, storing and administration of medicines were in place and being followed. This ensured people who used the service were protected from medicines being provided to them unsafely.

Good



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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.

We undertook an unannounced focused inspection of Support for Living Limited - 79 Harrow View on 19 March 2015. This inspection was done to check that improvements to meet legal requirements planned by the

provider after our comprehensive inspection on 13 November 2014 had been made. 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 some legal requirements.

The inspection was undertaken by one inspector. During our inspection we spoke with one person who used the service, three members of staff and the registered manager.

We looked at medicines administration records for three people who used the service, training records for all the staff, staff meeting minutes. We observed care staff administering medicines to people who used the service.

Is the service safe?

Our findings

During our comprehensive inspection on 13 November 2014 we saw that care staff did not always sign when medicines were administered and showed a lack of understanding of common side effects of medicines taken by people who used the service. This meant people did not receive medicines safely, and appropriate systems and storage arrangements did not ensure the safe administration and storage of medicines, which had a moderate impact on people who used the service. This was a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

We found during our focused inspection on 19 March 2015 that the provider ensured that all care staff had received medicines administration training on 14 January 2015. Care staff told us that they found the training “helpful” and that the training provided “better understanding of the how to administer medicines safely.” Staff we spoke with told us they had undertaken training and training updates about the safe administration of medicines. Training records we viewed during our inspection confirmed this.

We viewed three medicines administration records and found the records were up to date, no omissions made and where people choose not to have their medicines as directed this had been recorded appropriately.

During a staff meeting on 3rd December 2014 the registered manager discussed the medicines procedure with staff to

ensure all care staff understood and followed the procedure. We saw that all staff had read the medicines administration procedure and they confirmed that they were competent in using the procedure. We also saw that during each consecutive team meeting since December 2014, medicines administration was a standing item on the agenda, which ensured that the importance of safe administration of medicines was highlighted and reiterated to care staff.

All staff had received a letter from the registered manager following our comprehensive inspection reminding them of their responsibilities when on shift, in particular during handovers and when administering medicines.

We observed the administration of medicines and saw that staff followed the providers’ medicines administration procedure.

Medicines were checked during each handover and the manager had undertaken a random medicines audit every month since December 2014, so that medicines were audited frequently and any shortfalls could be addressed without delay.

People who self-administered medicines had a detailed risk management plan in place and medicine supplies were given to them on a weekly basis. This was recorded and checked regularly.

Medicines were stored securely in designated medicines cabinets and a fridge, all of which were found to be locked.