

Bupa Care Homes (BNH) Limited

# Red Court Care Home

## Inspection report

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20 March 2017

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### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

We inspected Red Court Care Home on 20 May 2017. The inspection was unannounced. At our previous inspection in May 2016 we identified a breach of the Regulations in relation to the management of medicines. When we inspected in March 2017 we found the service had addressed the issues identified around the management of medicines and were meeting the Regulations

Red Court Care Home provides residential personal care and nursing care for up to thirty-five people. The service 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.

We examined records and medicines for people using the service. We found the service had made improvements in relation to managing medicines. The service had introduced a system of daily checks by staff administering medicines and audits on a weekly and monthly basis. Wherever possible medicines were included in monitored dosage systems so that the service had reduced to a minimum the number of pro re nata (as required) medicines and homely remedies. This decreased the likelihood of counting errors.

We found the changes made by the service had improved medicines' management and the service was meeting the Regulations by safely managing medicines.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe. Medicines were being managed safely.

# Red Court 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.

This inspection took place on 18 and 19 May 2016 and was unannounced.

The inspection was carried out by an adult social care inspector.

During the inspection we examined medicines' records and medicines for six people using the service. We spoke with the registered manager and the head of nursing for the service.

# Is the service safe?

## Our findings

At our previous inspection in May 2016, we found the service was not always safe in relation to the management of medicines. We checked medicines records and found anomalies between the records and actual medicines. For example, Paracetamol was either prescribed for people with regular dosages or as pro re nata medicines (PRN) which are commonly known as 'when required' medicines. When we checked the actual number of Paracetamol tablets available it was not possible to identify how many tablets there should be or they did not tally with medicine administration records (MARs).

One person was prescribed one or two Paracetamol tablets and MARs did not clearly identify whether one or two tablets had been given. The box had not been marked with the date opened (this was how the service tallied medicines not dispensed in a monitored dosage system) so it was not possible to make any calculation about how many tablets there should have been. Even if we knew the date the box had been opened the fact that MARs did not make it clear whether one or two tablets had been given would have cast doubt on the accuracy of the records.

We found two further examples where people's Paracetamol tablets did not tally with records. We also found that one person's Warfarin records were inaccurate as we found there was one more tablet than there should have been. These records must be accurately maintained to prevent the risks of under or over dosing and to meet the requirements of the clinician who prescribed the medicines.

These inaccurate medicines records were a breach of Regulation 12 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In March 2017 we carried out a focussed inspection to ensure continuing improvements had been made to meet the Regulations in relation to medicines management.

We examined a random selection of medicines and medicines' records for four people using the service. We found the records were accurate and reflected the medicines in stock. We also checked medicines records for two people taking Paracetamol as PRN. The actual number of tablets corresponded with the records.

The registered manager showed us changes to policies and procedures aimed at maintaining accurate records of medicines. The service had reduced the number of PRN medicines and homely remedies and wherever possible medicines were part of a monitored dosage system. Any medicines not in a monitored dosage system were counted or measured daily.

There were two medicines' trolleys and the two members of staff administering medicines carried out a daily recorded check on the alternate trolley. In addition there were weekly and monthly audits. The head of nursing was provided with supernumerary time to carry out a monthly audit of the medicines. There were clear reporting procedures in place for medicines' errors that were brought to the attention of the registered manager as soon as possible.

It was evident from our inspection that the service had improved their management of medicines and were meeting the regulations.