

Care + Ltd

# Adelaide House

## Inspection report

72 Thornsbeach Road, Catford,  
London, SE6 1EU  
Tel: 020 8695 5656  
Web: [www.carepluspartnership.com](http://www.carepluspartnership.com)

Date of inspection visit: 19 August 2015  
Date of publication: 28/10/2015

### Ratings

#### Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



### Overall summary

Overall summary Adelaide House provides accommodation and personal care, including nursing care, for six people who are living with a brain injury and have complex health needs.

We carried out an unannounced comprehensive inspection of this service on 20 and 21 May 2015. A breach of legal requirements was found. People's medicines were not always managed safely. There were no written guidelines for staff about a person's 'as required' medicines. There was a risk that the person may not have always received these medicines when they needed them. In addition, stocks of 'as required' medicines were not monitored and there was a risk they may not be available when people needed them. In addition, people's care records did not include information about how their medicines were reviewed to ensure they were still safe and appropriate for them.

We issued the provider with a warning notice to ensure improvements were made. We undertook this inspection on 19 August 2015 to check whether the service now met legal requirements in relation to the administration of people's medicines.

At this inspection we found improvements had been made. People's records included detailed guidance for staff on how to support people to receive their 'as required' medicines' safely as prescribed.

A member of staff showed us a recent audit of stocks of medicines. There were adequate stocks of all the medicines people had been prescribed. A senior manager told us about the arrangements which were now in place to review people's medicines.

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 'Adelaide House' on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

# 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?**

Senior managers had taken action to improve the safety of the service in relation to the administration of people's medicines. There were now guidelines for staff to ensure people received their 'as required' medicines safely as prescribed.

Staff had checked the stock of medicines in the services to ensure there were adequate supplies. There were clear arrangements for the review of people's medicines.

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

**Requires improvement**



# Adelaide House

## Detailed findings

### Background to this inspection

At our previous inspection of the service on 20 and 21 May 2015 we found that legal requirements in relation to the safe administration of medicines were not met.

This unannounced focused inspection of Adelaide House took place on 19 August 2015. We inspected the service against one of the five questions we ask about services: is the service safe?

# Is the service safe?

## Our findings

At our previous inspection of Adelaide House on 20 and 21 May 2015 we found care and treatment was not provided in a safe way by ensuring there were sufficient quantities of medicines and the proper and safe management of medicines. The service was in breach of Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2014.

At the previous inspection, we found a person's care records did not include guidelines for staff about when to support the person to receive each of their prescribed 'as required' medicines. At this inspection, we found the person's records had been updated. They now included clear information for staff in relation to each 'as required' medicine. This included guidance for staff on the circumstances in which they should support the person to receive the medicine.

At the previous inspection, we found that records were not kept of the amount of each type of a person's 'as required'

medicines which were in stock at the service. At this inspection, we confirmed that regular audits of the stocks of medicines were now taking place. People were now protected from the risk of supplies of their 'as required' medicines running out.

At the previous inspection, we found people had complex medical conditions and were prescribed a number of different medicines. Staff told us the provider's psychiatrist, hospital specialists and the person's GP were involved in the review of people's medicines but we could not see evidence of this on people's care records. At this inspection, we received information from a senior manager stating that people's medicines were regularly reviewed by their GP and this was due to be documented in their records.

The service was now meeting the requirements of Regulation 12 HSCA 2008 (Regulated Activities) Regulations 2014.