

May Residential Homes Limited

Freshfields Residential Home

Inspection report

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Ratings

Overall rating for this service

Good



Is the service safe?

Good



Overall summary

We visited this service on 10 and 11 November 2015 and found the provider was in breach of the regulation that related to medicines. People were not protected against the risks associated with the unsafe use and management of medicines. Systems were not in place to ensure that people safely received all of their medicines when they needed them. The provider sent us an action plan stating the steps they would take to address the issues identified.

We undertook this focused inspection on the 22 July 2015 to check that the provider 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 Freshfields Residential Home on our website at www.cqc.org.uk.

Freshfields is a 36 bed care home providing accommodation and personal care for older people,

including some living with dementia. Most of the 36 single bedrooms have ensuite facilities. There was a lift to each floor and accessible bathrooms to assist those with mobility difficulties.

At the time of the inspection 36 people were using the service.

The service had 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 and associated Regulations about how the service is run.

At this inspection we found that the provider had followed their plan and the legal requirement relating to medicines had been met. Systems were in place to ensure that people received their prescribed medicines safely and appropriately. Information was in place to ensure that staff knew how and when to administer

Summary of findings

medicines that were prescribed on an 'as required' basis or that should only be given under specific circumstances. Controlled drugs were securely stored and accurately recorded.

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?

The service provided was safe. Systems were in place to ensure that people received their prescribed medicines safely. This included medicines prescribed on an 'as required' basis.

Controlled drugs records were accurate and up to date and showed that these were securely stored and administered. Medicines management was monitored to ensure that it was safe.

This meant that the provider was now meeting legal requirements.

Good



Freshfields Residential 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 22 July 2015 and was unannounced.

This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 10 and 11

November 2014 had been made. We inspected the service against one of the five questions we ask about services: is the service safe? This was because the service was not meeting legal requirements in relation to that question.

The inspection was undertaken by one inspector. Before our inspection we reviewed the provider’s action plan, which set out the action they would take to meet legal requirements.

At the visit we looked at medicines storage, audits and records. We checked medicines administration records for eight people. We spoke with the registered manager and the member of staff administering medicines on the day of the visit.

Is the service safe?

Our findings

At our inspection in November 2014 we found that people who used the service were not being protected against the risks associated with the unsafe use and management of medicines. Systems were not in place to ensure that they safely received all of their medicines when they needed them. The provider sent us an action plan setting out how they were going to meet these shortfalls.

At the inspection on 22 July 2015 we looked at the medicines records for eight people, medicines storage, stock levels, medicines administration and medicines monitoring. We found that there was now guidance for staff about the administration of medicines which were prescribed on an 'as required' basis. This included information about the circumstances under which these should be administered and the time that needed to be left between doses. The information was reviewed each month to ensure that it was accurate and up to date. People now received these medicines safely.

We looked at the storage, administration and recording of controlled drugs. We found that these were stored securely and a controlled drugs record was kept. We checked the amounts of controlled drugs held against the record in the controlled drugs register and these were correct.

When controlled drugs were administered by the district nurse they had signed to indicate this and the register updated. Therefore the service had an accurate record of controlled drugs held on the premises.

For other medicines we saw that the medicines administration records (MAR) included the name of the person receiving the medicine, the type of medicine and dosage, the date and time of administration and the signature of the staff administering. We saw that the MAR had been appropriately completed and were up to date. We checked the stock levels of medicines for four people against the medicines records and found these were correct. Therefore people had received their prescribed medicines.

Since the last inspection all staff who administered medicines had been issued with the medicines policy and had their competency to administer medicines reassessed. There were weekly audits to check medicines had been administered correctly and records completed. We saw that when an issue had been identified this had been addressed by the registered manager and appropriate action taken. Medicines management was monitored to ensure that it was safe.

This meant that the provider was now meeting legal requirements with regard to medicines and that systems were in place to ensure that people protected against the risks associated with the unsafe use and management of medicines. People now received all of their medicines safely.