

Parkcare Homes (No.2) Limited

# Eastrop House and Lodge

## Inspection report

Eastrop House  
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Basingstoke  
Hampshire  
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Date of inspection visit:  
08 July 2021

Date of publication:  
12 October 2021

## Ratings

|                                 |                         |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
| Is the service safe?            | Inspected but not rated |

# Summary of findings

## Overall summary

### About the service

Eastrop House and Lodge is a care home providing accommodation for up to nine younger adults who may be autistic or living with a learning disability.

### People's experience of using this service and what we found

We received information raising concerns about how staff administered medicines to one of the people supported at Eastrop House and Lodge.

We inspected the home on 8 July 2021. We found no general concerns with how medicines were managed, administered and recorded. With respect to concerning information we received, we found the provider had taken account of the person's safety, wider well-being and individual preferences in how they supported them with medicines.

### Rating at last inspection

The last rating for this service was good (published 13 December 2021).

### Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted in response to concerns received about one person's support with medicines. We decided to inspect to examine those concerns and check there were no wider risks associated with medicines management.

The Care Quality Commission (CQC) have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We found no evidence during this inspection that people were at serious risk of harm from the concerns raised. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Eastrop House and Lodge on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## 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 have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to check a specific concern we had about the safe administration of medicines.

We will assess all of the key question at the next comprehensive inspection of the service.

### **Inspected but not rated**

# Eastrop House and Lodge

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check whether the provider had continued to meet the fundamental standards in respect to the safe management of medicines. We will assess all of the key question at the next comprehensive inspection of the service.

#### Inspection team

One inspector undertook this targeted inspection with remote support from a pharmacist specialist inspector.

#### Service and service type

Eastrop House and Lodge is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. The Care Quality Commission (CQC) regulates both the premises and the care provided.

The service had a manager registered with CQC. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

This inspection was unannounced.

#### What we did before inspection

We reviewed previous inspection reports, and all information we had received about the service since the last inspection.

#### During the inspection

We spoke with three members of staff including the registered manager. We reviewed records relating to medicines administration and the management of controlled drugs. We reviewed care plans of two people whose prescriptions included controlled drugs.

#### After the inspection

We reviewed all the evidence collected.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Eastrop House and Lodge. We will assess all of the key question at the next comprehensive inspection of the service.

### Using medicines safely

- People received their medicines safely and in line with their needs and preferences. Staff described processes which were person-centred, particularly where people were involved in and interested in their own medicines. This included checking with other healthcare services to confirm proposed actions would not affect people's safety. Medicines were managed and administered in a way that took account of people's wider well-being.
- The provider had arrangements in place for keeping records relating to medicines stored, administered and disposed of. This included arrangements for keeping records around controlled drugs.
- Where people had complex medicines needs, it was not always clear from care records whether medicines administered were in line with a plan agreed with all involved professionals, the person concerned and their family. Medicines administration records (MARs) supplied by the provider's pharmacist were not always a clear source of information where people's medicines regime meant they did not always receive the same dose each day.

We recommend the provider review their medicines care plans for people who have agreed plans to reduce their dose over time.