

Forever Good Care Ltd

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Inspection report

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Ratings

Overall rating for this service

Good



Is the service safe?

Good



Overall summary

This inspection took place on 22 October 2015 and was announced. We gave the registered manager 48 hours' notice to give them time to become available for the inspection. At the last inspection on 12 and 22 May 2015 we found the provider was breaching the regulation in relation to medicines management while all other regulatory requirements we checked, were being met. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook this focused inspection to check that they had followed their action plan and to confirm that they now met legal requirements and had addressed the area where improvement was required. We found the provider had taken all the necessary action to improve the service in respect of the breach we found.

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 Forever Good Care Ltd on our website at www.cqc.org.uk

Forever Good Care Ltd, trading as Caremark (Merton), provides personal care and support to people in their own homes who have a variety of needs, including older people and people with physical and mental health needs. There were 13 people using the service at the time of our inspection.

The service did not have 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

Summary of findings

and associated Regulations about how the service is run. However, the managing director of the service had applied to CQC to become the registered manager and was awaiting the outcome of their application.

The provider had improved the way they managed people's medicines. Records showed people had received their medicines as prescribed and systems were

in place for the provider to check this. Staff had received refresher training in how to manage people's medicines safely. The manager ensured the expected records were in place to inform staff what people's medicines were for and any side effects and contra-indications to look out for as part of keeping people safe.

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 was safe because we found the provider had taken the necessary action to improve the way they managed people's medicines. Records showed people received their medicines as prescribed and the service had suitable checking systems in place to ensure safe medicines management.

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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

We undertook this focused inspection on 22 October 2015 and it was announced. We gave the managing director 48 hours' notice to give them time to become available for the inspection. It was undertaken by a single inspector. This

inspection was completed to check that improvements to meet legal requirements planned by the registered provider after our comprehensive inspection on 12 and 22 May 2015 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 legal requirements in relation to that question.

Before our inspection we reviewed information we held about the service and the provider.

During the inspection we spoke with the managing director and one member of office staff. We looked at records relating to medicines management.

Is the service safe?

Our findings

At our previous inspection we found the provider did not have appropriate arrangements in place to manage people's medicines safely. We found records of people's medicines administration had not been checked by the provider to confirm people received their medicines as prescribed and that care workers had recorded medicines administration accurately. For one person their Medicines Administration Records (MAR) indicated they had not always received their medicines as prescribed which meant their medicines were not being managed safely, and the provider had not identified this issue as checking systems were not robust. Key information was not always recorded to ensure a clear audit trail of medicines administered as well as information about allergies, GP name and contact details which would be useful to care workers or emergency services in some cases. Information was not available to care workers about side effects and contra-indications of medicines. This meant staff did not always have information to help them understand why people were taking each medicine and what symptoms to look out for which could indicate their medicines were not suitable for them. Care workers did not record names of medicines they prompted people to take as part of supporting people safely with medicines.

After the inspection the provider wrote to us and told us the action they would take to improve their systems in relation to medicines management so people received their medicines safely.

During the inspection we confirmed the provider had taken the necessary action, as set out in their action plan, to

improve the way they managed people's medicines. The provider had introduced systems to check people had received their medicines as prescribed and that care workers had completed MAR accurately. This involved field care supervisors carrying out weekly checks of medicines and MAR with care workers in people's homes. Our checks of MAR indicated people had received their medicines as prescribed and the MAR were completed correctly. The provider ensured key information was included on people's MAR relating to the medicines people were administered, allergies and their GP name and contact details. This meant there was a clear audit trail of the medicines, quantities and dosage people had been administered as well as information for staff and emergency services in the event of an emergency. The provider had put in place information about each medicine people were administered including why they received it, side effects and contra-indications to guide staff in supporting people safely.

Care workers had received supervision with the manager in relation to administering medicines safely and ensuring accurate medicines records were maintained. In addition staff had attended training in safe medicines administration along with a test to check they were competent to support people with medicines. The provider closely monitored staff to check they managed people's medicines safely. They carried out frequent spot checks of care workers and observed them administer medicines as part of these. Where the provider found care workers were not carrying out medicines administration safely they provided them with further support and supervision for them to improve their performance.