

Accord Housing Association Limited

Millennium Forge

Inspection report

Coyne Close
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19 February 2016

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Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●

Summary of findings

Overall summary

The provider is registered to deliver personal care to adults. The personal care and support was provided to people who lived in their own flats or bungalows within this extra care facility.

We carried out an unannounced comprehensive inspection of this service on 13 and 14 July 2015. After that inspection we had concerns as the provider had notified us over a number of months that medicine errors had occurred that included, staff not ensuring that people had the correct dose of their medicine or that people had not been supported by staff to take their medicine as it had been prescribed. As a result we undertook a focused inspection to look into those concerns. This report only covers our findings in relation to those/this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Millennium Forge on our website at www.cqc.org.uk.

We undertook this focused inspection on 19 February 2016. The inspection was carried out by one pharmacist inspector.

We found that systems had been implemented by the provider in relation to how medicines were managed and how staff supported people to take their medicines aimed to prevent further medicine errors.

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 

People were supported to take their medicines at the times that they needed them and as they had been prescribed by their doctor.

Millennium Forge

Detailed findings

Background to this inspection

This focussed inspection was carried out to determine why medicine errors had occurred and what action the provider had taken to prevent any further potential medicine errors. Our pharmacist inspected the service against one of the five questions we ask about services: is the service safe? We only inspected the safety of medicines. This was because we had only been made aware of concerns regarding the safety of medicines and did not need at that time to check anything else.

During our inspection we spoke with one staff member and looked at the medicine records for nine people who used the service.



Our findings

We only inspected the safety of medicines during this inspection. This was because we had only been made aware of concerns regarding the safety of medicines and did not need at that time to check anything else.

We found that people were receiving their medicines as prescribed. We looked at the records of medicines given to nine people and saw that these were complete. A system of 'peer' checking had been introduced to identify any issues, allowing for them to be dealt with promptly and thus keeping people safe. Any issues identified were reported, investigated and action taken to try to prevent them happening again. The provider carried out audits to check that people were getting their medicines and that records were being completed. These now showed that the records were being completed and people were getting their medicines.

We saw that people were supported to take their medicines at the times that they needed them. Separate medicine administration only care calls were provided when people needed to be given medicines at very specific times, such as early in the morning before they had their breakfast. When people had medicines prescribed on a 'when required' basic information was available to show the staff how and when to administer these medicines, so that they were given in a clear and consistent way that met people's individual needs.

Staff who handled medicines had received training. The training needs of staff had been assessed and then delivered to meet their specific needs. Following the training the ability of staff to put the learning into practice had been assessed and only staff found competent to handle medicines were allowed to do so. A new medicine policy had been introduced to reflect the changes in practice to prevent any further medicine errors.