

Shaw Healthcare (Group) Limited

Wellesley Road Care Home

Inspection report

1 Wellesley Road
London
NW5 4PN

Tel: 02072844460
Website: www.shaw.co.uk

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13 February 2017

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Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

Good 

Summary of findings

Overall summary

Wellesley Road is registered to provide accommodation, nursing and personal care for a maximum of 60 older people, most of whom have dementia. On the day of inspection there were 59 people using the service.

At the last inspection of this service on 25, 26 and 31 May 2016 we found that some aspects of medicines management were not safe and there was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Due to the serious nature of the breach we took enforcement action against the registered provider.

At the time of this focused inspection, there was a registered manager in post. 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 and associated Regulations about how the service is run.

We undertook this unannounced focused inspection on 13 February 2017 to check that the most significant breach of legal requirements in relation to Regulation 12, concerning medicines, which had resulted in enforcement action, had been addressed. During this inspection we found that the medicines were being managed safely and the breaches of the regulations identified in the warning notice had been met.

This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Wellesley Road Care Home on our website at www.cqc.org.uk.

We will undertake another unannounced inspection to check on all other outstanding legal breaches identified for this service.

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 ensuring the safe management of medicines. People received their medicines safely and on time.

Records of medicine administration were complete with no omissions in signing.

Audits of medicines were being completed on a regular basis by the registered manager and where issues were found, these were addressed immediately.

Good ●

Wellesley Road Care 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.

We undertook an unannounced focused inspection of Wellesley Road Care Home on 13 February 2017. The inspection was carried out by a pharmacist inspector. The inspection was carried out to check that action had been taken to comply with the warning notice as the service was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Is the service safe?

Our findings

At our last inspection we found a number of serious failings in particular areas of medicines management. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. People using the service were not safe and we took enforcement action against the registered provider.

At our last inspection we found that there were errors in the reconciliation of the amount of medicine that had been administered to some service users and the amount of medicines left in stock. We also found that people were running out of prescribed medicines towards the end of the monthly medicine cycle and that staff were 'borrowing' from the next month supply creating an on-going issue where the home was potentially running out of medicines for some people. This meant that some service users, where discrepancies were found, had not always received their medicines as prescribed. At this inspection we found that the provider had addressed this issue and the breaches of the regulations identified in the warning notice had been met.

At this inspection we looked at the Medicine Administration Records (MAR) for 59 people on six different units. On four units we saw appropriate arrangements were in place for recording the administration of medicines. These records were clear and fully completed. The records showed people were getting their medicines when they needed them. There were no gaps on the administration records and any reasons for not giving people their medicines were recorded. However, we found three medicines errors on two units where people had not received one of their medicines as prescribed within the past month. We discussed this with the registered manager who was aware of this and we received confirmation that these errors had been investigated following the inspection.

We saw appropriate arrangements were in place for obtaining medicines. Staff told us how medicines were ordered from the pharmacy and we saw that supplies were available to enable patients to have their medicines when they needed them. Where medicines were prescribed to be given 'when needed', or where they were to be used only under specific circumstances there were specific documented protocols in place for each individual. This included administration guidance to inform staff about when these medicines should and should not be given and how the medicine was to be administered. This meant there was information to enable staff to make decisions as to when to give these medicines to ensure people were given their medicines when they need them and in a way that was both safe and consistent.

At our last inspection we found that decisions relating to covert medicines were not being adequately documented. Covert medicines are where the home administers medicines without the person's consent but with the authority of the GP and pharmacist following a best interests meeting. A best interests meeting is when people have been deemed unable to be involved in aspects of their care and staff, healthcare professionals and relatives, make decisions on their behalf and in their best interests. At this inspection we found that the provider had addressed this issue. Two people were having their medicines administered covertly. This was managed appropriately with signed GP consent in place and information on how to give the medicines available.

Medicines requiring cool storage were stored appropriately and records showed that they were kept at the correct temperature, and so would be fit for use. There were daily recordings of the temperature in the medicines room and fridges used to store medicines.

The provider was now completing monthly audits to ensure the administration of medicine was being recorded correctly. Any errors in medicine administration were recorded on an adverse incident form and this was transferred to an electronic system. These were then signed off by the registered manager after they had been reviewed. The registered manager had oversight of any medicines issues that may arise. Every six months the provider quality team did unannounced visits which included reviewing medicines management at the home. We saw that any issues highlighted had been actioned by the registered manager.

Staff completed medicines management training every three years and had an annual competency assessment. Records showed seven staff had completed medicines management training in January 2017 and we saw three recently completed competency assessments.