

Fieldside Care Limited

Fieldside Care Limited t/a Fieldside Care Home

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Is the service well-led?

Good



Overall summary

We carried out an unannounced comprehensive inspection of this service on 27 October 2014. We found two breaches of legal requirements. After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to making the required improvements.

We undertook this focused inspection on 25 September 2015 to check that they had followed their plan and to check that they now met the legal requirement inspected. This report 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 Fieldside Care Home on our website at www.cqc.org.uk.

At our previous inspection we found that medicines were not administered and managed safely. Recruitment

processes were not safe as criminal record checks were not always carried before applicants started working at the service. The systems for assessing and monitoring the quality of the service provided were not always effective.

At this focused inspection, we found a breach of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. You can see what action we have told the provider to take at the back of the full version of this report

Medicines were still not administered and managed safely. There were several gaps on the medicine administration record (MAR), medicines were not handled safely as we saw liquid medicine in pot in the office with no indication whom it belonged to and how long it has been poured out.

Summary of findings

The provider had ensured that all new staff had a criminal record check and reference in place before they started work. Effective systems had been put in place to monitor and assess the quality of service provided.

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?

Some aspects of the service were not safe. People's medicines were not handled and managed safely.

Recruitment processes were safe to ensure only suitable staff were employed to work with people.

Requires improvement



Is the service well-led?

Systems were in place to ensure the quality of the service people received was assessed and monitored.

Good



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Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Fieldside Care Home. This inspection was done to check that improvements to meet legal requirements planned by the provider after our inspection on 27 October 2014 had been made. The team inspected the service against two of the five questions we ask about services: is the service safe? And is the service well-led?

Two inspectors undertook this inspection on 25 September 2015.

During the inspection we spoke with the registered manager, the provider, and the deputy manager. We reviewed 22 people's medicine administration record (MAR), three staff files and records in relation to the management of the service.

Is the service safe?

Our findings

At our previous inspection we found that medicines were not administered and managed safely. People's medicines were not always given at the right time in line with their prescriptions. There were gaps on the medicine administration records and medicines storage system was not suitable and safe. The recruitment practices were not robust to ensure that only those suitable and fit were employed to work at the service.

At this inspection, we found people were not protected against the risks relating to poor medicine management as medicines were not always administered or recorded in line with relevant policy. There were poor practices relating to the administration, recording and auditing of medicines. For example, we saw medicines that had been placed in a plastic medicines pot with no indication what the medicine was or for whom it was intended. The medicine was in the office on the desk and people, staff, maintenance workers and the kitchen staff entered the office which meant that anyone could have access to the medicine. Staff could not tell us who left it there and why.

We found errors in 16 out of the 22 MAR charts we looked at. These related to staff not signing to say medicines had been administered or not; unclear information as to how

the medicines should be given. For example, the dose, if they were 'as when required medicines or daily use. We also noted that there topical medicines such as ointments and creams were left in people's rooms and not always signed for as being administered. We were concerned that people may not have received the correct dosage or may have taken more dose than required.

Medicine audits were not carried out regularly which meant that it errors were not identified immediately and action taken to minimise the risk of repeat errors. We discussed our concerns with the provider, registered manager and deputy manager and they agreed to take immediate take immediate action to ensure the risk of poor management of medicines was minimised. These issues were a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider had put systems in place to ensure their recruitment practices were safe for people. We looked at staff files for three new starters and they contained a completed job application form, pre-employment checks such as criminal records checks, two satisfactory references from their previous employers, photographic proof of their identity and eligibility to work; and interview questions and answers. This minimised the risk of people being cared for by staff who were inappropriate for the role.

Is the service well-led?

Our findings

At our previous inspection we found that the systems in place to were not effective as they did not audit all areas of the service and they were also not recorded.

At this inspection, the provider had put effective systems in place. We saw that regular audits of the service were

carried out. These included health and safety, kitchen inspections, daily room checks, care plan audits. The provider and registered manager also gathered feedback from people about the care they received through yearly survey. The last survey completed in April 2015 and reflected positive outcomes. People said they were happy with the service.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Medicines were not accurately administered in accordance with the prescriber's instructions and medicines were not clearly recorded.</p> <p>This was a breach of Regulation 12 (2)(g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>