

Carpenders Care Limited

# Carpenders Care Limited

## Inspection report

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Date of inspection visit:  
09 March 2017

Date of publication:  
29 March 2017

### Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

# Summary of findings

## Overall summary

At our last inspection of Carpenders Care Limited on 1 June 2016 we found that there was a breach of legal regulation. This was because the provider did not have effective arrangements for the management of medicines.

We undertook this announced focused inspection on the 9 March 2017 to check whether the provider had taken action and were now meeting legal requirements.

This report only covers our findings in relation to the safety topic area. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Carpenders Care Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At our last inspection in June 2016 we rated the service good and in the four topic areas; effective, caring, responsive and well-led. The service was rated requires improvement in the topic area safe. The overall rating was good and the overall rating continues to be good after this inspection.

Carpenders Care Limited is registered to provide the regulated activity personal care to people in their own homes. At the time of the inspection, the service was providing care and supporting 18 people.

There was a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission [CQC] 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.

At this focused inspection on the 9 March 2017, we found the legal requirements had been met. The provider had taken action to address our concerns about the way medicines were being managed.

We found arrangements were in place in respect of medicines. Care workers had received medicines training and policies and procedures were in place. We looked at a sample of Medicines Administration Records (MARs) and found that all these were completed fully. We found the service had an effective medicines audit in place.

## 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 ●

We found action had been taken to improve the safety of the service.

Appropriate arrangements were in place in relation to the management and administration of medicines.

# Carpenders Care Limited

## **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 announced focused inspection on 9 March 2017. The provider was given 48 hours' notice because the location provides a domiciliary care service. We wanted to make sure they would be available for our inspection. 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.

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the service.

During the inspection we spoke with the registered manager. We checked two people's care plans, fifteen Medicines Administration Records (MARs) and training records.

# Is the service safe?

## Our findings

At our comprehensive inspection on the 1 June 2016 we found the service did not have effective arrangements for the management of medicines which may place people at risk.

This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this focused inspection on 9 March 2017 we found that the provider had taken action and met the requirements of Regulation 12 described above.

During this inspection, we reviewed fifteen Medicines Administration Record (MAR) sheets and saw that there were no gaps which indicated people received their medicines as prescribed. Where people were prescribed medicines to be taken on alternative days, records showed that they had received their medicines on alternative days. For one person, who required their medicines to be crushed as they had difficulty with swallowing, there was clear information on how this was to be done and a letter from the GP confirming their medicines needed to be taken this way. Information about people's medicines, dosage and times to be taken were clearly detailed on the MAR sheets so staff were aware of people's medicinal requirements. People's allergies were also listed and MAR sheets were clearly dated.

Care plans provided clear information on people's medication and the support they required with their medicines so care workers were aware of what to do. Comprehensive medicine risk assessments were in place. The level of each risk was assessed to establish whether it was low, medium or high and measures to reduce the risk were detailed as well as information for care workers on how to support people safely with their medicines. This included whether people had difficulties opening lids, using blister packs and swallowing tablets.

At the last inspection the service did not have an effective medicine audit in place. During this inspection, we found monthly medication audits were carried out to identify whether medicines were correctly administered and signed for to ensure medicines management and procedures were being followed. The audits identified whether MAR sheets were being completed correctly and any changes in medicines were accurately recorded. Any areas of improvement were identified and an action plan put in place. Any discrepancies and/or gaps were identified and followed up as necessary.

The registered manager told us that they had also implemented weekly checks of MAR sheets in people's homes. We were shown evidence of this during this inspection. The registered manager told us this was to ensure checks were conducted in people's homes and any issues with their medicines were identified and acted on in a timely manner.

Records showed care workers had received medicines training and medicines policies were in place. The registered manager showed us some of the training material that was used to train staff which included sample MAR sheets, blister packs, risk assessments and examples of medicine bottle labels. Records also

showed that care workers were assessed to test their knowledge and competency when administering medicines.

The registered manager told us they spoke with staff about medicines management during supervisions and team meetings. Minutes of team meetings showed that the registered manager had discussed with care workers during a team meeting about the importance of MAR sheets being completed, any changes should be updated and if people refused their medicines, care workers were to report this and inform the office.

We identified that the provider had developed their system and there were suitable and effective arrangements in place for the safe administration and management of people's medicines.