

HC-One Limited

Acacia Care Centre

Inspection report

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Ratings

Overall rating for this service

Requires Improvement



Is the service safe?

Requires Improvement



Overall summary

This focussed inspection took place on 25 June 2015 and was unannounced.

We had previously carried out an unannounced comprehensive inspection of this service on 3 February 2015. Breaches of legal requirements were found at that inspection. We took action against the provider in relation to regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We also found other breaches of the regulations at that inspection but we did not follow these up at this focussed inspection.

We undertook this focussed inspection to check that the provider had made improvements to ensure people received their medicines safely and to confirm that they now met the legal requirement. This report only covers

our findings in relation to that requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Acacia Care Centre on our website at www.cqc.org.uk.

There was a registered manager in place; however, this person is no longer registered for the home. A new manager had been recruited, however at the time of our inspection they had not yet applied to register with us. 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.

Improvements had been made in relation to how medicines were managed and administered to people and regular audits were being carried out to ensure this was sustained. People who were receiving residential care were now receiving their medicines as prescribed by

Summary of findings

their doctor. More improvements were needed to the management of medicines for people who were receiving nursing care at the home as we found three people's Medicine Administration Record (MAR) charts with gaps and therefore we could not be confident that people had been given all their medicines according to the prescriber's instructions.

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

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 not consistently safe.

We found that action had been taken to improve the safety of medicines and people receiving residential care now received their medicines as prescribed.

Further improvements were needed to the management of medicines for people who were receiving nursing care at the home to ensure that they received all their medicines as prescribed.

Requires Improvement



Acacia Care Centre

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Acacia Care Centre on 25 June 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our 3 February 2015 inspection had been made.

The inspector 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 is because the service was not meeting this legal requirement. We will follow up and report on other improvements we asked the provider to make at a later date.

The inspection was undertaken by a pharmacist inspector.

During our inspection we spoke with a senior carer, a nurse, the manager and a regional operational director. We looked at the medicine records of 18 people who used the service. We also observed staff giving people medicines.

Is the service safe?

Our findings

When we inspected the service on 3 February 2015 we had concerns in relation to the unsafe management of medicines. This was a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We took action against the provider by serving a warning notice and told them they must make improvements by 31 March 2015.

We found at this inspection that people receiving residential care were receiving their medicines as prescribed but there were further improvements needed in the management of medicines for people receiving nursing care at the home.

We looked at the Medicine Administration Record (MAR) charts for 18 people. Safe medicine management systems were in place for people receiving residential care; however we identified issues for people receiving nursing care. We found three people's MAR charts with gaps in the records and therefore had not been given their medicines according to the prescriber's instructions. For example, one person had been prescribed a course of antibiotics to be given four times a day; however their MAR chart had only been signed three times a day on 23 June 2015. A second person was prescribed a medicine to be given once a day however the MAR chart had not been signed on two days. This meant that there was a potential risk to people's health and well-being as it was not possible to determine whether people were being given their prescribed medicines.

These were breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The manager told us that staff had worked hard to ensure that systems for medicine management improved. This

included undertaking daily checks on a sample of people's MAR charts to identify any problems and to ensure staff followed safe medicine procedures. Monthly medicine audits were also undertaken. We were shown these checks which identified medicine errors. In particular the monthly checks identified that nurses were not always signing for the administration of people's medicines. The manager explained that the service was mainly using agency nursing staff. This meant that the inconsistency in the nursing staff team led to them not being familiar with the medicine management systems in the service.

We observed medicines were given to people safely.

When people were prescribed a variable dose of a medicine such as 'one or two tablets to be taken' we found that the quantity given was recorded. This helped to ensure that medicine records were accurate and also to ensure that the maximum dose prescribed was documented.

Sufficient quantities of people's medicines were available to ensure that people's healthcare needs were being met.

Medicines were stored within the recommended temperature ranges for safe medicine storage. Daily temperature records were available which recorded the temperatures for the medicine refrigerator and the medicine room temperature. All medicines were stored securely including special storage arrangements for controlled drugs.

Supporting information was available when people were prescribed a medicine to be given 'when necessary or when required'. Documentation was available for each person to enable staff to make a decision as to when to give them their medicine.

Procedures for the administration of medicines were person centred and specific to their needs. We saw that each person had detailed instructions available to enable staff to know how each person preferred to be given their medicines.

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

Accommodation for persons who require nursing or personal care

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

The registered person must ensure the proper and safe management of medicines.