

Three Trees

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Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 22 April 2015 and found the registered provider was breaching Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 : safe care and treatment.

After the comprehensive inspection, the registered provider wrote to us to say what they would do to meet the legal requirement in relation to the breach. We undertook an unannounced focused inspection on the 21 December 2015 to check that the registered provider had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this one breach of legal requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Three Trees' on our website at www.cqc.org.uk

Three Trees is a care service that is registered to provide accommodation and personal care for up to 21 people. People who live at the service have a learning disability or autistic spectrum condition.

At the time of the inspection there was a registered manager in post in the service. 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. In addition there was also a care manager in post. They were employed to assist with the day to day running of the service and are referred to in the report as the manager.

At our focused inspection on the 21 December 2015, we found that the registered provider had followed their action plan in which they had told us they would be compliant by 18 September 2015. We found that sufficient improvements had been made to the way that staff administered medicines that we judged that the breach in regulation had been met. The registered provider had revised their medicine policy and procedure and ensured all staff responsible for medicine administration had seen and read the new policy and procedure. Changes to the way staff administered medicines had been made in line with best practice, and these changes were reflected in the new medicine policy and procedure.

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 ●

The service is safe.

Action had been taken to improve the administration of medicines and update the medicines policy and procedure. This meant that a robust procedure was in place for ordering, checking and the management of people's medicines.

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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 registered 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.

This inspection took place on 21 December 2015 and was unannounced. The inspection team consisted of one adult social care inspector.

This inspection was completed to check that improvements to meet legal requirements planned by the registered provider after our comprehensive inspection (22 April 2015) had been made. 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.

Before this inspection we reviewed the information we held about the service, such as notifications we had received from the registered provider and information we had received from the East Riding of Yorkshire Council (ERYC) Contracts and Monitoring Department and Safeguarding Team. We did not ask the registered provider to submit a provider information return (PIR) prior to the inspection. This is a form that asks the registered provider to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection we spoke with the registered provider and the duty care worker. We looked at six medicine administration records (MAR).

Is the service safe?

Our findings

In April 2015 we carried out an inspection of this service and found that the arrangements for ordering and storing medicines were robust but medicines were not always administered safely by staff.

This was a breach of Regulation 12 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3).

At this inspection on 21 December 2015 we saw that the registered provider had followed the action plan they had written following the April 2015 inspection. We found that regulation 12 was now met.

Medicines were stored securely in a locked room and the keys were held by the duty care worker. Controlled drugs (medicines that require extra checks and special storage arrangements because of their potential for misuse) were managed safely in line with current legislation. A robust procedure was in place for ordering, checking and the management of people's medicines.

We looked at six medication administration records (MAR) during the visit and found that all had a photograph of the person and allergy details completed. Records of medicines given were clear, accurate and up to date. We checked the stock levels of three medicines against records and found they were correct.

Policies were in place for all aspects of medicines management, and a new policy about administration had been implemented in August 2015 following our previous inspection. This policy stated medicines must be kept in their original containers until the time they are given, and that this process should be carried out one person at a time. This change in practice satisfied the previous breach of regulation. We spoke with the duty care worker who was able to describe the policy to us correctly.

All five staff who were authorised to administer medicines had received appropriate training within the last 12 months, and future training had also been arranged.

During the inspection, we spoke with the registered provider about the need to ensure medicines were stored at the correct temperature; this included refrigerated medicines and medicines kept in the locked medicine cupboards. The registered provider sent us information to evidence that they had taken immediate action with regard to monitoring room and fridge temperatures. The registered provider also agreed to familiarise themselves with national guidance about the cold storage of medicines.