

# One Housing Group Limited

# Roden Court

## Inspection report

Roden Court  
115 Hornsey Lane  
London  
N6 5EF

Tel: 02072722735

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05 October 2016

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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 announced comprehensive inspection of this service on 5 April 2016 and found one breach of regulations. This was because we found errors in medicines recording for some people using the service. This meant we could not be sure that medicines were administered safely. Additionally we found that temperatures for the fridge housing medicines were not monitored. This meant we could not be sure that medicines were stored in a safe way, according to legal requirements.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to the breach described above.

We undertook a focused inspection on the 5 October 2016 to check the provider had followed their action plan and to confirm they now met legal requirements. This inspection was unannounced.

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

Roden Court is an "extra care" housing provision operated by One Housing Group Ltd. in Haringey, North London. There are 40 flats available for rental by older people. The Care Quality Commission regulates the personal care service provided to residents by One Housing Group Ltd. On the day of our inspection there were 36 people receiving a person care service.

The service has a registered manager who had been in post since the service opened in 2013. 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.

During our focused inspection we found the provider had followed their action plan. People were receiving their medicines as they had been prescribed. The provider had also ensured there were systems that were being effectively operated to monitor and assess the quality of service that people received. Furthermore, temperatures were being monitored for medicines that required storage in the fridge, in accordance with legal requirements.

## 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 safe

The provider had made improvements to medicines recording and storage so that people were now receiving their medicines as prescribed. Additionally, this was being monitored by the provider.

For medicines that required storage in the fridge, we found that the provider was monitoring the temperatures in accordance with legal requirements.

**Good** ●

# Roden Court

## 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 checked 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.

This unannounced focused inspection was undertaken by a specialist pharmacist and a second inspector on 5 October 2016. This inspection was arranged to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection in April 2016 had been made. We inspected the service against one of the five questions we ask about services: Is the service safe?

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During our inspection we visited Roden Court and looked at records relating to the administration of medicines for four people. We also looked at records relating auditing of medicines administration and temperature records of where medicines were stored. We spoke with the registered manager, deputy manager and a person using the service on the day of the inspection.

# Is the service safe?

## Our findings

At our last inspection of the service on 5 April 2016, the provider had not ensured medicines were always managed properly and safely in the service. Specifically we found that temperatures for medicines that required storage in a fridge were not monitored and there were gaps in the recording of medicines administration to people.

At this inspection we looked at records and information relating to the administration of medicines for four people. We saw improvements had been made to the storage, recording and administration of medicines including specific issues noted at the last inspection.

Some of the people living at Roden Court relied on staff to administer their medicines to them, as they were unable to self-administer. Arrangements for ordering people's medicines were effective, and all prescribed medicines were available. Medicines administration records (MAR) were now completed clearly, with no gaps, providing assurance that people were receiving their medicines as prescribed.

We found that regular audits took place and they were now robust enough to identify errors in administration. For example, the provider undertook weekly and monthly audits and we found evidence of where interventions had been made.

New medicines fridges had been ordered from this supplier and we saw daily monitoring records that showed medicines were now stored at safe temperatures in the current fridge.

A comprehensive medicines policy was in place. Staff responsible for medicines, including temporary staff, had received medicines training and had their competencies assessed, before they were authorised to manage medicines. Another medicines training session was planned for October 2016 to incorporate a new pharmacy supplier of medicines.

Controlled drugs (CD) were stored securely, and stock balances were checked at the end of each shift. We checked all of the controlled drugs held against the balances in the CD register, and these tallied.

Medicines taken as needed or as required are known as 'PRN' medicines. Protocols were in place for medicines prescribed to be given PRN, so there was information for staff to assist them in administering these safely and consistently. We also saw no recording errors in relation to storage of these medicines.