

Fountain Housing Association Limited

Wisma Mulia

Inspection report

Bridge Road
Frampton-on-Severn
Gloucester
Gloucestershire
GL2 7HE

Tel: 01452740432

Date of inspection visit:
20 March 2017

Date of publication:
05 April 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 4 and 5 February 2016. At this inspection we found that the people had not always received their medicines as prescribed. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on the 20 March 2017 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Wisma Mulia' on our website at www.cqc.org.uk

Wisma Mulia provides residential care for up to 18 older people. They also provide extra sheltered care accommodation for four people. The service is closely linked to Subud (a spiritual movement) and many of the people living at the service follow this movement. This was an unannounced inspection.

The home has a registered manager. 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 and associated Regulations about how the service is run.

At our focused inspection on the 20 March 2017, we found that the provider had followed their plan and the legal requirements had been met.

People mostly received their medicines as prescribed. Where mistakes in the administration of people's medicines had occurred, care staff took immediate action to ensure people were safe. The service maintained a clear record of people's prescribed medicine stocks, and following our last inspection had reduced the amount of boxed medicines and sought advice from healthcare professionals. People's prescribed medicines were stored securely, however a record of medicine room and fridge temperatures had not been maintained

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

People mostly received their medicines as prescribed. Where mistakes in the administration of people's medicines had occurred, care staff took immediate action to ensure people were safe.

People's prescribed medicines were stored securely, however a record of medicine room and fridge temperatures had not been maintained.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires Improvement ●

Wisma Mulia

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 service was 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 a focused inspection of Wisma Mulia on 20 March 2017. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 4 and 5 February 2016 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 our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements.

The inspection was undertaken by one inspector and was unannounced. We spoke with two people, two care staff and the homes administrator. Following the inspection we spoke with the systems and training manager for Wisma Mulia. We reviewed people's medicine administration records and management records regarding the administration of people's prescribed medicines.

Is the service safe?

Our findings

At our last inspection in February 2016 we found people did not always receive their medicines as prescribed. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We issued the service with a requirement notice regarding the relevant breaches. At this inspection we found action had been taken and the service had now met this regulation.

People mainly received their medicines as prescribed. We counted seven people's prescribed medicine stocks and found most people received their medicines as prescribed. However, one person had not received their medicines as prescribed. The service had taken immediate action once they had identified this concern to ensure no harm had come to the person.

Care staff kept an accurate record of when they had assisted people with their prescribed medicines. For example, care staff signed to say when they had administered people's prescribed medicines and kept a record of prescribed medicine stocks and when they had opened people's prescribed medicines. Where gaps in recording had been identified by staff, appropriate action was being taken to ensure people had received their medicines as prescribed.

People's medicines were stored securely, however were not always stored in accordance with manufacturer's guidelines. Care staff had not recorded the temperature of the room where the medicines were stored in, and had also not recorded the temperature of the medicines fridge. We discussed this with the training and systems manager for Wisma Mulia. They informed us that the medicine storage area had recently moved and they would immediately reinstate temperature recordings.

People were supported in a calm and patient manner with their prescribed medicines. For example, we observed one care staff assist two people with their prescribed medicines. They asked people if they wanted their pain relief medicine such as paracetamol. One person said, "They're very good." People knew what their medicines were for; one person explained exactly what their tablets were for. They spoke positively about the support they received with their prescribed medicines.