

Abacus Homecare (Bromley) Limited

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Inspection report

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Kent
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25 May 2016

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27 June 2016

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 17 December 2015. A breach of legal requirements was found in respect of the managing of medicines. The provider was working on this at the time of the inspection but we were not fully assured that robust arrangements were in place.

After the comprehensive inspection, the provider sent us an action plan to say what they would do to address the problems we found. We undertook this announced focused inspection on 25 May 2016 to check that they had followed their action plan and to confirm that they now met legal requirements. We gave the provider two days' notice because they take an active part in providing people's care and we wanted them to be available when we came.

At this focused inspection we looked at one aspect of the key question Safe. This report only covers our findings in relation to the focused inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Abacus' on our website at www.cqc.org.uk.

Abacus Homecare (Bromley) Limited provides support and personal care to people in their own homes. At the time of our inspection there were approximately 30 people receiving care and support from this service. The service operates in the Bromley local authority areas near to its office base and provides packages of care for the local authorities and people who pay privately.

At this inspection we found that action had been taken and medicines were now managed and administered safely to people. Staff had received further training and competency checks and were provided with supportive information to help guide them in the safe administration of medicines. There were no other areas of concern or improvement in the key question Safe at the comprehensive inspection in December 2015. We have therefore changed the rating of the key question Safe to Good in line with our characteristics for ratings. The overall rating remains the same.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Action had been taken to improve the management of medicines. There was a system to record the safe administration of medicines. Staff had received additional training on medicines to support them in their role. Staff demonstrated an understanding of how to administer medicines safely and what to do should there be a medicines error.

Good ●

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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 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 a focused inspection of Abacus Homecare (Bromley) on 25 May 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 17 December 2015 had been made. We inspected the service against a part of 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 a part of that question at the last inspection.

The inspection was carried out by one inspector and was announced. Before the 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. During the inspection we spoke with the provider, two office staff and a care worker. We looked at five people's care records and five staff training records related to medicines.

Is the service safe?

Our findings

At the last inspection on 17 December 2015 we found a breach of regulations as processes to administer medicines did not always follow recommended guidance or the provider's policy. The provider had started to introduce a new system, at the time of the inspection, so that care workers could record that each medicine had been correctly and safely administered. These records were in the process of being created but they were not in place for each person who was supported with their medicines. There was no detailed record of competency checks to verify staff had been assessed to ensure they had the necessary skills to safely administer medicines.

At this inspection we found that staff had received additional training on the safe management and administration of medicines. Staff we spoke with demonstrated knowledge and understanding of their roles to ensure that people received their medicines safely and as prescribed. Competency checks had been carried out on staff who administered medicines to confirm that they fully understood their roles. Written information on people's medicines was also available in people's records to provide further information and guidance on what the medicines were to treat and possible side effects. Staff told us that they felt the additional training had given them a greater understanding and confidence in their role and this was confirmed from written evaluation and competency checks. One staff member told us "The training was very thorough. I learned a lot and feel more confident in what I do."

There were comprehensive medicines risk assessments for all the people who used the service that assessed and monitored possible risks with regard to people's medicines which had been completed in discussion with people and their relatives if appropriate. For those people staff supported with medicines there was a Medicines Administration Record (MAR) in which we found staff recorded each medicine administered. There had been no reported medicines errors. Staff were aware of the policy for medicines errors should they arise. The provider and office staff were regularly involved in the direct delivery of care and told us they checked the MAR for any discrepancies during these visits. There was a system to ensure any changes in people's medicines were identified and an audit completed of the records to ensure people received their medicines safely and as prescribed.