

Tricuro Ltd

# The Lawns

## Inspection report

Fernhill Avenue  
Weymouth  
Dorset  
DT4 7QU

Tel: 01305760881

Date of inspection visit:  
24 August 2022  
31 August 2022

Date of publication:  
22 September 2022

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

### About the service

The Lawns is a residential care home registered to provide personal care to up to 41 people. The home specialises in the care of older people including people living with dementia. At the time of the inspection there were 26 people living at the home.

### People's experience of using this service and what we found

People's medicines were managed safely, and they received them in the way prescribed.

Risks relating to infection prevention and control (IPC), including in relation to the COVID-19 pandemic were assessed and managed, and safe visiting was supported. The service was continuing to follow all current government guidance in relation to IPC and the registered manager was anticipating updated guidance from the provider.

This was a targeted inspection that considered medicines management and infection prevention and control.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection

The last rating for this service was good (published 21 July 2021)

### Why we inspected

The inspection was prompted in part due to concerns received about medicines management. A decision was made for us to inspect and examine those risks.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

We undertook this targeted inspection to check on a specific concern we had about medicines management. The overall rating for the service has not changed following this targeted inspection and remains good.

We use targeted inspections to follow up on Warning Notices or to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# The Lawns

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

This was a targeted inspection to check on a concern we had about the safe management of medicines.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

The inspection was carried out by two inspectors including a member of the CQC medicines team.

#### Service and service type

The Lawns is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. The Lawns is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This service is required to have a registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and health professionals who work with the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

### During the inspection

We visited the service on 24 August and 31 August 2022.

We checked 10 people's medicines records and looked at arrangements for administering, storing and managing medicines. We reviewed the IPC policy and procedures in place at the service and the cleanliness of the home.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about the safe management of medicines. We will assess the whole key question at the next comprehensive inspection of the service.

### Using medicines safely

- Medicines were given safely, and records showed that people received their medicines in the way prescribed for them.
- People could be supported to look after their own medicines after risks were assessed to make sure this was safe for them.
- Creams and external preparations were recorded on electronic and paper records. These showed that they were usually applied correctly, however, for one person a medicated cream was not applied as often as prescribed. The registered manager told us they would put a different system in place for these preparations.
- Improvements had been made to the way medicines were given, this was as a result of some errors and incidents being reported. These were fully investigated, and changes put in place to reduce the risks of these happening again.
- A list of current medicines was also in place to help with people's Medicine Administration Records (MARs). However, these were not always updated when people's medicines were changed. The provider told us that they were aware of this and were making changes to their procedures. If medicines were prescribed 'when required', information was available to guide staff when people might need doses.
- There were suitable arrangements for ordering, storage, recording and disposal of medicines, including those needing cold storage or extra security.
- Staff received training and had competency checks to make sure they gave medicines in a safe way.
- Regular medicines audits were completed, and any areas for improvement were identified and suitable actions completed.

### Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was supporting people living at the service to minimise the spread of infection.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was responding effectively to risks and signs of infection.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.

- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date

#### Visiting in care homes

- The provider was facilitating visits for people living in the home in accordance with the current guidance.