

Brownhill Care Limited

Brownhill Care Limited

Inspection report

305-307 Brownhill Road
Catford, SE6 1AL

Tel: 02072071705
Website: www.example.com

Date of inspection visit: 25 September 2015
Date of publication: 31/12/2015

Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Good



Is the service effective?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 18 November 2014. We found two breaches of legal requirements. After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to the management of medicines but they failed to tell us how they would improve with people's nutritional needs.

We undertook this focused inspection on 25 September 2015 to check that they had followed their plan and to check that they now met the legal requirement inspected. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Brownhill Care Home on our website at www.cqc.org.uk.

At our previous inspection we found that medicines were not always managed and administered safely. There were unexplained gaps on the medicine administration records (MAR). People did not always have access to food and drink of their choice and they were restricted to what they can have.

At this our focused inspection, we found that people's medicines were administered and managed safely.

The provider had not taken all necessary steps to ensure people had access to food and drink throughout the day and had food and drinks of their choices. The deputy manager told us that they had involved the dietician to in reviewing the menu.

Summary of findings

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's medicines were managed and administered safely.

Good



Is the service effective?

People did not always have access to food and drinks throughout the day.

Requires improvement



Brownhill Care Limited

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Brownhill Care Home. This inspection was done to check that improvements to meet legal requirements planned by the provider after our inspection on 18 November 2014 had been made. The team inspected the service against two of the five questions we ask about services: is the service safe? is the effective?

Two inspectors undertook this inspection on 25 September 2015.

During the inspection we spoke with the deputy manager, two staff and two people. We reviewed 22 people's medicine administration record (MAR).

Is the service safe?

Our findings

At our previous inspection we found that medicines were not administered and managed safely. There were unexplained gaps on the medicine administration records (MAR).

At this inspection, we saw that people's medicines were administered safely. Staff were trained in the safe administration of medicine before they were authorised to administer medicines to people. We checked Medicines Administration Records (MAR) for the 14 people living at the service for the four week period before our visit. The MAR were accurately signed and completed by two members of staff in line with their procedure. There was a protocol in place for PRN (when required) medicine and records showed this was followed. We also saw that there was guidance in place for homely remedies (over the counter medicines) such as paracetamol. Records were maintained

when these had been administered. We audited the stock the service held against medicine received from the pharmacy and the amount administered to date and found that the total tallied. This showed that people received their medicines as required and in line with the guidance.

People's medicines were stored safely to ensure they were managed properly and remained effective. We saw that medicines were kept in locked cabinets and in a locked room only accessible by staff. Medicines were organised neatly and clearly labelled and within date. Medicines received into the service were recorded showing the name of the medicine, the person it belonged to and the quantity that was delivered. Unused medicines were returned to the pharmacist and the record maintained for this. The pharmacist stamped the record to confirm they received the unused medicines. Audits were carried out regularly and it showed that all medicines were accounted for.

Is the service effective?

Our findings

At our previous inspection we found that people did not always have access to food and drink and they were restricted to what they could have. The kitchen was locked so people could not easily help themselves with food and drink.

At this inspection, people told us that food and drinks were not always accessible to them and that they could not help themselves. People told us that drinks and snacks were provided at set times but if they required a drink that staff provided them. People did not always like the food provided. One person told us, “I don’t like a lot of the food here but they [staff] do try to make sure there are things I can have.” Another person said “There is a kitchenette upstairs which only a couple of us have a key to but that’s to make a drink in”. They went on to tell us, “I like to cook but you can’t here, the kitchen is locked and staff have the keys. Staff told us that the kitchen was kept locked out of reach of people for health and safety reasons and due to some people would consume all available food and drink without control.

People were involved in planning the service menu and where possible meals were planned that reflected people’s preferences and culture. One person told us, “We have all different types of food, sometimes we have west Indian food, I really like that”. Staff told us, “There is a menu but if people do not like what was provided there is an option to choose something else”. This was confirmed when we spoke with people. People were supported to eat their meals where they chose for example some people chose to eat their meal at the table whereas another person ate their meal on a tray on their lap in the lounge.

The deputy manager told us they had involved a dietician recently to review the menu to ensure it met the nutritional and dietary requirements of people.

We were concerned that the service had not made all the required improvement to ensure that people had access to food and drinks throughout the day and were not restricted unnecessarily.