

Robert Pattinson

Garden Lodge Care Home

Inspection report

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Tel: 01912636398

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29 September 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 unannounced comprehensive inspection of this service on 20 and 21 April 2016. One breach of legal requirements was found at that time. This related to a breach of regulation regarding safe care and treatment, specifically in relation to the safe management of medicines. After the comprehensive inspection the provider wrote to us to say what they would do to meet legal requirements.

We undertook this focused inspection on 29 September 2016 to check that the provider had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Garden Lodge Care Home on our website at www.cqc.org.uk.

Garden Lodge Care Home provides accommodation and personal care for up to 41 people, including people living with dementia. Nursing care is not provided. There were 36 people accommodated there on the day of our inspection.

The service had a registered manager in post. 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.

We found the provider had met the assurances they had given in their action plan. People were happy with the help they received with medicines. Staff ensured medicine record keeping was accurate, stock control for boxed medicines was robust and the storage of topical medicines was safe. A photograph of every person who needed support with medicines was retained on the medicines file to ensure they could be easily identified and mistakes avoided.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

We found action had been taken to improve the safety of the service.

Medicines were safely stored, recorded and audited.

Garden Lodge Care Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Garden Lodge Care Home on 29 September 2016. This inspection was done to check that improvements to meet legal requirements planned by the provider had been made after our comprehensive inspection on 20 and 21 April 2016. We inspected the service against one of the five questions we ask about services: 'Is the service safe?' This was because the service was not meeting one legal requirement at the time of our initial 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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This inspection was undertaken by one adult social care inspector. During the inspection we spoke with two people who used the service. We spoke with three staff members including the registered manager. We looked at medicine administration records for both units in the home, medicine stock records, medicine storage areas, and other associated records. We made general observations of how people were supported throughout the inspection.

Is the service safe?

Our findings

At our last inspection in April 2016 a breach of legal requirements was found. This breach related to arrangements for the safe management of medicines. At the time of our last inspection topical medicines (creams applied to the skin) were not always safely stored. We had found such medicines were stored in unlocked cupboards or on laundry trolleys in two bathrooms. Some of these medicines had no label attached, or the labels had become greasy and illegible, making it difficult to identify who the medicine belonged to. Some stocks had passed their expiry date. We highlighted this to the registered manager at the time, who undertook to remove these medicines from bathrooms and dispose of out of date creams.

We had found some photographs were missing from the Medicine Administration Records (MARs) which increased the chances of someone being given the incorrect medicine. We also found several unaccounted for gaps in MARs. In addition stocks of boxed paracetamol could not be reconciled.

Gaps in record keeping, poor stock control for boxed medicines and inadequacies in the storage of topical medicines meant some aspects of medicines administration were not consistently well managed at that time.

We reviewed the action plan the provider sent to us in July 2016 following our comprehensive inspection. This gave assurances that action was being taken to ensure medicines were consistently well managed.

During this inspection we found improvements had been made. Two people we spoke with confirmed they were happy with the help they received with their medicines. Every person who received medicines had a photograph in the medicines file to help aid accurate identification. We examined all the MARs for the two units. We saw staff had taken care to ensure there were no unaccounted for gaps in these records. We looked at the stock control for boxed medicines and saw staff kept a running balance, checking stock each day to ensure this was accurate. Shared bathroom areas were free of topical medicines, which were stored securely. This meant people's medicines could not be accessed by others in error. Those we examined had legible labels attached and were within their use by dates. We therefore found the assurances the provider had given in their action plan with regard to medicines management had been met.