

Boucherne Ltd

Boucherne Limited

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We undertook an unannounced focused inspection of Boucherne Limited on 23 March 2018. This inspection was done to check that improvements to meet the legal requirements planned by the provider after our comprehensive inspection on 23 February 2017 had been made.

Boucherne Limited is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection. On the day of our inspection, there were 21 people living in the service.

The service had a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service and 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 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 a legal requirement. No risks, concerns or significant improvement were identified in the remaining questions through our on-going monitoring or during our inspection activity so we did not inspect them.

At the last inspection, we found that the service was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the provider did not have in place a system for the safe administration and management of medicines.

We asked the provider to complete an action plan to show what they would do and by when to improve the safety of the service. The provider complied with this request and told us what they were going to do to improve.

At this inspection, we found that improvements had been made to the administration of medicines and the provider was no longer in breach of this Regulation. The key question of Safe has now been rated as 'Good'. There was no change to the overall rating.

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 

The service was safe.

The system for the administration of medicines was managed safely.

Boucherne Limited

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 checked if improvements had been made to a breach of one Regulation to ensure the provider was meeting the legal requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The inspection was unannounced, and was carried out by one inspector. Before our inspection we reviewed all the information we held about the service including statutory notifications that had been submitted. Statutory notifications include information about important events, which the provider is required to send us by law. We talked with the provider, three staff and two people who used the service. We also reviewed records relating to the administration and the management of medicines. We talked with and received additional information from the registered manager as requested shortly after the inspection.

Is the service safe?

Our findings

At the last inspection in February 2017, we found that the service was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because the provider did not have in place a system for the safe administration and management of medicines.

The provider sent us an action plan and told us what they were going to do to improve. At our inspection on 23 March 2018, we found that improvements had been made to the administration of medicines and the provider was no longer in breach of this Regulation. Safe has now been rated as 'Good'.

We saw that people's medicines were now stored and administered appropriately. Medicines were kept in designated cupboards in the kitchen and the office which were locked. The keys were kept securely by the senior staff member on duty and passed over during shift handovers. Room temperatures where medicines were kept were now all recorded. The ordering and disposal of medicines was organised and checked to ensure everyone had the right medicines at the right time.

The provider, registered manager and senior staff had worked together to review the medicines policy and procedure and make the necessary changes following current guidance. This provided staff with a clear process to follow as to their role and responsibilities in keeping people safe. The registered manager told us this would be monitored as part of their weekly and monthly audits. Two people told us they received their medicines on time and in a respectful way.

Improvements had been made to the medicine administration records (MAR). These were clear, easy to read and able to be located easily. A photograph of the person to assist staff in ensuring that medicines were given to the right person had been implemented with people's consent. A list of staff signatures to check who had given the medicine at any given time was available. One staff went through the records with us and was knowledgeable about people's medicines, what they needed them for, how to record any changes with their medicines or if they refused to take them.