

Dial House Care Limited

Dial House Nursing and Residential Home

Inspection report

9 Dynevor Road
Bedford
Bedfordshire
MK40 2DB

Tel: 01234356555
Website: www.dialhousecare.com

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

This inspection took place on 16 August 2016 and was unannounced.

At our previous inspection on 25 and 26 May 2016, we found that people's medicines were not being managed safely. This was because there were inconsistencies with the recording and administration of medicines.

This was a breach of Regulation 12 (2) (g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We asked the provider to provide us with an action plan to address this and to inform us when this would be completed. We undertook this focussed inspection to check that the provider had made improvements and to confirm that they now met legal requirements.

This report only covers our findings in relation to the outstanding breach of regulation. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for 'Dial House Nursing and Residential Home' on our website at www.cqc.org.uk.

Dial House Nursing and Residential Home provides nursing care and support for up to 50 people who are elderly and physically frail; some of whom maybe living with dementia. There were 42 people living at the service on the day of our inspection.

The service had a registered manager. 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 and associated Regulations about how the service is run.

During this inspection, we found that the registered manager had put further systems in place to eliminate the inconsistencies with the recording and administration of people's medicines. Overall there had been an improvement in the recording and administration of medicines.

While an improvement had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require consistent good practice over a longer period of time. We will review our rating for safe at the next comprehensive inspection.

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 ensure that the service was now safe.

Further systems had been put in place to eliminate the inconsistencies in how people's medicines were safely administered and recorded.

While an improvement had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require consistent good practice over a longer period of time.

Requires Improvement ●

Dial House Nursing and Residential Home

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.

At the last comprehensive inspection on 25 and 26 May 2016, we asked the provider to make improvements to meet the legal requirement in relation to the proper and safe management of people's medicines.

The provider sent us an action plan stating how they planned to meet the legal requirement. We undertook an unannounced focussed inspection at Dial House Nursing and Residential Home on 16 August 2016, to check that improvements to meet the legal requirements had been met. We found that the registered manager had put further systems in place to eliminate the inconsistencies with the recording and administration of people's medicines. Overall there had been an improvement in the recording and administration of medicines.

The inspection was undertaken by one inspector.

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 previously meeting the legal requirement in relation to the safe domain.

Before our inspection we reviewed the information we held about the service. This included the provider's action plan, to meet the legal requirement. We also reviewed information we held about the service that included statutory notification, which the provider had sent to us. A statutory notification is information about important events, which the provider is required to send us by law.

We spoke with the registered manager and a deputy matron to gain their views on what improvements had

been made to achieve compliance. We looked at the Medication Administration Record (MAR) sheets for 15 people who used the service. We also looked at training records, minutes from staff meeting and other records relating to the management of the service.

Is the service safe?

Our findings

When we inspected Dial House Nursing and Residential Home on 25 and 26 May 2016, we found people who used the service were at risk of not receiving their medicines as prescribed. This was because there were inconsistencies in the recording and administration of people's medicines. Therefore, there was a potential risk of harm to people's safety. This was a breach of Regulation 12 (2) (g) Safe Care and Treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The provider submitted an action plan detailing the actions they would be taking to ensure proper and safe management of medicines.

We inspected the service on 16 August 2016 to assure ourselves that improvements had been made. During this inspection we looked at the revised arrangements that had been put in place to ensure that improvements had been made and were sustainable. We found that the Medication Administration Record (MAR) sheets were being audited monthly. If medicines were not administered staff were required to provide an explanation at the back of the MAR sheet. The registered manager said "If staff do not carry out this action I meet with them formally to discuss their practice." The deputy matron confirmed this and said, "Some staff members have had disciplinary action taken against them." We saw evidence that the service had reviewed its recording system. Stock balance of medicines not recorded in monitored dosage systems were now checked daily and recorded on the MAR sheets. We saw that the registered manager had introduced competency assessments for all new staff and those staff who had been identified as requiring further support in the safe handling of medicines. This was to ensure that staff were proficient in the administration and recording of medicines.

The registered manager told us that several staff meetings had taken place to discuss the revised systems she had introduced to ensure that medicines were safely administered and recorded. We saw evidence of minutes of meetings to confirm this. The deputy matron told us that 14 staff had recently been provided with medicine training. We saw training certificates which confirmed this.

We looked at a sample of MAR sheets and found that overall they had been completed to a satisfactory standard. It was evident that the registered manager was aware of the areas where improvements needed to be further sustained. There was a plan of action on how this was going to be achieved by ensuring regular auditing of the MAR sheets would be carried out and staff provided with on-going training and support.

While an improvement had been made we have not revised the rating for this key question. To improve the rating to 'Good' would require consistent good practice over a longer period of time. We will review our rating for safe at the next comprehensive inspection.