

Runwood Homes Limited

The Grange

Inspection report

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Date of inspection visit: 16 July 2015

Date of publication: 10/08/2015

Ratings

Overall rating for this service

Good



Is the service safe?

Good



Overall summary

We carried out an unannounced comprehensive inspection of this service on 24 and 25 November 2014. A breach of legal requirements was found. People were not protected by safe medication procedures. This was in connection to the safe administration and recording of people's medication.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on 16 July 2015 to check that they 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 of our last comprehensive inspection by selecting the 'all reports' link for The Grange on our website at www.cqc.org.uk

The Grange provides care and accommodation for up to 43 people who may need assistance with personal care and may have care needs associated with living with dementia.

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.

At our focused inspection on 16 July 2015 we found that, since our last inspection, systems had been put in place to support medication administration and it was now safe and effective for people.

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?

The service was safe.

Action had been taken to develop systems to ensure medication was well managed and improvements had been made in the safe administration and recording of people's medication. People who used the service were now protected by safe medication procedures.

Good



The Grange

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.

We undertook an unannounced focused inspection of The Grange on 16 July 2015.

The inspection was undertaken by one inspector.

Before the inspection, we looked at information that we had received about the service. This included information we received prior to the inspection and notifications from the provider. Statutory notifications include information about important events which the provider is required to send us by law.

We spoke with the registered manager, deputy manager and care team manager working at the service. We looked at five people's medication records, the systems in place for returned medication, staff medication training records, medication audits and staff medication competency checks.

Is the service safe?

Our findings

At our comprehensive inspection of the service on the 24 and 25 November 2014, we found a breach in the regulations as the provider did not have safe procedures in connection to the safe administration and recording of people's medication. An action plan was submitted by the provider to show how they were going to meet the breach in regulations.

This visit was to check against the plan of action for compliance.

During this inspection we found the registered manager had been proactive in ensuring the action plan had been fully implemented. Medicines were now stored safely and effectively for the protection of people using the service and they had been administered and recorded in line with the service's medication policy and procedure.

Only senior staff administered medicines to people. Since our last inspection all senior staff had received updated training and competency checks and the manager had arranged for more regular training to be provided through an external pharmacist group. Staff also had online medication training and the service presently has a 100% completion record for this. This helped to ensure staff have a better understanding of the service's medication policies and procedures and how staff can keep people safe when dealing with medication.

Since our last inspection the medication folders had been audited and these now well laid out and information was easy to find. Each person had a medication profile which provided staff with important information about the person receiving medication, and included how they may like to take this. This information also included information to staff on any allergies people may have and what signs and symptoms to be aware of in relation to any pain relief medication that may be required. Those who took PRN or 'as and when needed' medication had clear guidance and methods in place to record this.

We reviewed the medication records of five people. Each person's medication sheets had a photograph which helped staff to ensure that the correct person received the correct medicines prescribed for them. Medicines had been routinely recorded and signed for and no discrepancies were found. Medication bottles and boxes had been dated when opened and the service now had a clear system in place to show when medication needed to be ordered to ensure people did not run out of their prescribed medication.

Weekly medication audits had been completed by the manager and where any issues had been identified clear action had been taken. Staff spoken with during our visit stated that they felt the new system was safer and people received the medication prescribed to them.

This section is primarily information for the provider

Enforcement actions

The table below shows where legal requirements were not being met and we have taken enforcement action.