

The Westminster Society For People With Learning Disabilities

Flat C 291 Harrow Road

Inspection report

291 Harrow Road
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11 October 2017

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Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 28 and 29 March 2017 at which a breach of legal requirements was found. This was because people were not always being protected against the risks associated with the unsafe storage, management and administration of medicines.

After the comprehensive inspection, we asked the provider to write to us by July 2017 to say what they would do to meet legal requirements in relation to the breach. We did not receive an action plan despite our request.

We undertook a focused inspection on the 11 October to check that appropriate and safe systems and procedures were in place in relation to medicines.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for '291 Harrow Road Flat C' on our website at www.cqc.org.uk

291 Harrow Road Flat C, consists of five separate bedrooms, a communal lounge/dining area and a kitchen. The service is registered to provide support with personal care to people with learning disabilities. There were five people living in the flat at the time of our visit although one person was absent due to a hospital admission.

The manager had completed the application process to become the registered manager of the service. 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.

At our focused inspection on the 11 October 2017, we found that the provider had adequate systems in place in relation to the safe storage and administration of medicines and legal requirements had been met.

During this inspection, we found that medicines were stored safely. A GP had reviewed people's use of emergency medicines and following a clinical decision these were no longer being prescribed or used by people using the service. Medicines were stored in a cupboard that was kept locked when not in use. Controlled drugs were stored appropriately and all medicines were checked and counted in to the service when delivered.

Auditing systems were in use and we saw no discrepancies in medicine's quantities. Medicines administration records were signed appropriately when medicines were administered and we observed no omissions or errors in the completion of this task. Keys to the medicines cupboard were held by the shift leader and therefore easy to locate. This meant the provider was operating effective procedures to ensure

the proper and safe management and storage of medicines.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

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

Medicines were stored and administered safely.

People received their medicines as prescribed and auditing systems were in use to ensure that any potential errors in administration were minimised.

This meant that the provider was now meeting legal requirements.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice.

We will review our rating for safe at the next comprehensive inspection.

Requires Improvement 

Flat C 291 Harrow Road

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 was 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 a focused inspection of 291 Harrow Road Flat C on 11 October 2017. We inspected the service against one of the five questions we ask about services: Is the service safe? This is because the service was not meeting legal requirements in relation to that question.

The inspection was undertaken by one inspector.

Before our inspection we reviewed the information we held about the service including notifications of any significant events and/or incidents. Despite our request, we did not receive an action plan from the provider following our inspection in March 2017 to inform us how they were intending to meet the legal requirements in relation to medicines.

During this inspection we spoke with the service manager, care staff and one person using the service. We looked at medicines recording records, auditing information and checked the storage arrangements for people's medicines.

Is the service safe?

Our findings

At our comprehensive inspection of 291 Harrow Road Flat C on 28 and 29 March 2017 we found that people were not always being protected against the risks associated with the unsafe storage, management and administration of medicines.

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

At our focused inspection 11 October 2017 we found that the provider had revised their procedures in relation to medicine storage to meet shortfalls in relation to the requirements of Regulation 12 described above.

During this inspection, we found that medicines were stored safely. Medicines were stored in a locked cupboard and the keys held by the shift leader. The medicines cupboard was kept locked when not in use. Controlled drugs were stored appropriately. All medicines were checked and counted in to the service when delivered by a local pharmacy and amounts were recorded on medicines monitoring charts. Auditing systems were in use and we saw no discrepancies in medicine's quantities.

A GP had reviewed people's use of emergency medicines and following a clinical decision these were no longer being prescribed or used by people using the service. Staff were aware of the correct storage methods should these types of medicines be required in the future.

Staff told us they felt confident supporting people with their medicines. One person using the service told us they always received their medicines on time and when pain relief was requested as needed. Medicines administration records (MAR) contained photographic identity pictures and recorded people's names, date of birth and details of prescribed medicines. Medicines administration records were signed appropriately when medicines were administered and we observed no omissions or errors in the completion of this task.

Keys to the medicines cupboard were held by the shift leader and all staff were aware of who was holding the keys when we visited the service.

This meant the provider was operating effective procedures to ensure the proper and safe management and storage of medicines.