

Meridian Healthcare Limited

Rievaulx House Care Centre

Inspection report

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Date of inspection visit: 4 August 2015
Date of publication: 22/10/2015

Ratings

Overall rating for this service

Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 9 and 17 December 2014 at which a breach of legal requirements were found. This was because people who used the service were not protected against risks associated with the unsafe use, management and storage of medicines. After the comprehensive inspection in December 2014, 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 4 August 2015 to check they had followed their plan and to confirm they now met legal requirements. At our unannounced focused inspection on 4 August 2015, we found the provider had followed their plan which they had told us would be completed by May 2015, and legal requirements had been met.

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 "Rievaulx House" on our website at www.cqc.org.uk

Rievaulx House Care Centre provides accommodation and personal care for up to 50 people. The home is located in a residential area close to the city of Leeds. Accommodation is in single rooms which all have en-suite facilities.

At the time of our inspection the home had a registered manager in place. 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.

Summary of findings

We found that appropriate arrangements were in place for the recording, storing and administration of medications at the time of our focused inspection.

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?

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

Appropriate arrangements were in place for recording, storing and administering of medicines.

People were receiving their medication as prescribed by the pharmacy.

Monthly medication audit checks were in place within the home.

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

Requires improvement



Rievaulx House Care Centre

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 Rievaulx House on 4 August 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 9 and 17 December 2014 had

been made. 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 the unsafe use, management and storage of medicines.

The inspection was undertaken by one adult social care inspector. Before our inspection we reviewed the information we held about the home. This included the provider's action plan which set out the action they would take to meet legal requirements.

At the visit to the home we spoke to the registered manager, observed medication being administered and looked through eight medication records.

Is the service safe?

Our findings

At our comprehensive inspection of Rievaulx House in December 2014 we found people in the home were not protected against risk associated with the unsafe use and management and storage of medications. This was a breach of regulation 13 of the Health and Social Care Act 2010 (Regulated Activities) Regulations 2010 management of medicine, which corresponds to Regulation 12(f) and (g) of the Health and Social Care Act 2008 (regulated Activities) Regulations 2014. At our focused inspection 4 August 2015 we found the provider had followed their action plan to meet shortfalls in relation to the requirements of Regulation 12(f) and (g) described above.

We checked the systems in place regarding the management of medicines within the home for people. We found the medication records were all accurate. This meant people in the home received their medicines as prescribed.

Eight random medication administration records (MAR) sheets were checked and administration was found to be accurate in terms of stock held. Each MAR had a photograph of the individual person for identification purposes. Any incidents of non-administration or refusals were noted on the MAR sheets. This meant it was clear if people had not taken their prescribed medicines.

We looked at medication storage and saw the medication refrigerator and controlled drugs cupboard provided

appropriate storage for the amount and type of items in use. The controlled drugs register and stock were checked; a random sample of two medicines were checked against prescription and found to be accurate. As and when required (PRN) medications were in place at the home. We noted there were protocol sheets with the MAR records indicating the rationale as to when they could be given and why. This meant there was guidance in place for staff to follow.

We saw ordering systems ensured people did not run out of their medicines. We observed staff administering people's medication; the staff were patient and discreet when completing this. Staff wore a red tabard when administering medication to people in the home so that other staff knew not to disturb them. We saw staff stayed with people while they took their medication. The staff used this as an opportunity to engage with the person and asked if it was ok to have their medication.

The deputy and registered managers completed a monthly audit of medications in the home. They looked at a different sample of people every month to check the recording, storage and administering of medicines were completed, up to date and accurate. We looked at June and July's audit which were completed in full. This meant there was a safe and effective system in place to audit medication in the home.