

Mr & Mrs A Pearce

Five Gables Care Home

Inspection report

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Website: N/A

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Ratings

Overall rating for this service

Good



Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 18 and 19 November 2014. One breach of the legal requirements was found. This was because the provider had not always ensured the proper and safe management of medicines.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirements in relation to the breach. We undertook this focused inspection on the 4 August 2015 to check that they had followed their plan and to confirm that they had now met the legal requirements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Five Gables Care Home on our website at www.cqc.org.uk

Five Gables Care Home provides accommodation for up to 16 people who require nursing or personal care. On the day of our inspection 12 people were using the service. Some of the people were living with dementia or other mental health conditions.

There was 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 2008 and associated Regulations about how the service is run.

At the focused inspection on the 4 August we found the provider had not followed all parts of their plan which they had told us would be completed by the 17 April 2015. All parts of the legal requirements had therefore not been met.

The three people we spoke with did not raise any concerns with us that they did not receive their medicines or received them in a way that did not meet their needs. However, people's medicine administration records were not always fully completed to show when they had taken or refused to take their medicines. Protocols were not always in place for staff to follow when administering medicines that had been prescribed on an 'as required'

Summary of findings

basis. The reasons for staff administering these types of medicines was not always recorded nor reviewed by the registered manager. People's care plans did not always reflect people's current needs for their medicines. This was a continued breach of this Regulation.

You can see what action we told the provider to take at the back of the full version of the report.

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 not been fully taken to improve the safety of the service people received.

People's medicines were not always managed in a safe way. People's medicine administration records were not always fully completed.

The reasons for the administering of 'as needed' medicines was not always completed by staff or reviewed by the registered manager.

We could not improve the rating for safe from requires improvement because sufficient improvements had not been made. We will check this area again during our next inspection.

Requires improvement



Five Gables Care Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Five Gables Care on 4 August 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 18 and 19 November 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 the legal requirements in relation to this question.

The inspection was undertaken by two inspectors.

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements following the last inspection.

Some of the people who used the service had difficulty communicating as they were living with dementia or other mental health conditions. However we spoke with three people who used the service, two members of the care staff, the registered manager and the provider.

We looked at the records of eleven people who used the service and observed staff support people with their medicines.

Is the service safe?

Our findings

At our comprehensive inspection of Five Gables Care Home on the 18 and 19 November 2014 we found that people were at risk because the provider had not ensured the proper and safe management of people's medicines.

At that inspection, we found that there were not appropriate arrangements in place for the recording, handling and safe administration of 'as required' medicines. There were no protocols in place for staff to follow when administering these types of medicines. The registered manager also did not have a process in place to review the reasons why these medicines had been administered. We also found gaps and conflicting information on people's medicine administration records (MAR).

This was a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 5 August 2015 we found that the provider had not fully followed the action plan they sent to us and this breach in regulation was not fully met.

We looked at the medicine administration records of eleven people who used the service. Of these eleven we found two people's records that had been correctly completed with information recorded when they had taken or refused their medicines. However on six of the records there were gaps where entries should have been made. For example, one person's records stated they should have 'two puffs [of an inhaler] four times a day.' However their records showed that it had not always been recorded when they had received it. Another person's record stated, 'Inhale one puff [of another inhaler] twice a day', however, for eleven days in the past four weeks this had not been recorded. We raised this with the provider and a member of staff who had been trained to administer medicines. They both told us that all people received their medicines when they needed them, but the records had not been completed to record this. The provider also showed us minutes of a staff meeting conducted in July 2015 which

showed they had raised this issue with staff. They told us they would monitor this closely to ensure staff completed people's records appropriately each time they were administered their medicines.

There were not always protocols in place for staff to follow when administering 'as needed' medicines to people who had been prescribed them. 'As needed' medicines are not administered as part of a regular daily dose or at specific times. The lack of individualised protocols for people when these medicines were administered could mean that staff administered them inconsistently which could have an impact on people's health. We raised this with the registered manager and they rectified this immediately, ensuring that all people who required these types of medicines had the appropriate protocols in place to ensure their safe and consistent administration.

Staff did not always record the reasons why they had administered 'as needed' medicines, and the registered manager did not currently review the reasons why they had been administered. The registered manager told us this would form an immediate part of their medicine auditing processes to ensure people received their medicines in a safe and consistent way.

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

We spoke to three people and asked them whether they received their medicines safely. One person told us, "I always take my medicines. I get terrible pain in my neck, but the staff give me pain relievers and it gets better for a while." Another person told us, "I get my tablets when I need them. I take lots of medicine and pain relief. The staff are good at helping me with this. They have to deal with the high doses of tablets I have and they are absolutely great with this. The staff are absolutely great with everything."

People's medicines were stored and handled safely. They were supported by staff to take their medicines safely and in the way they wanted to. We spoke with two members of staff who were trained to administer medicines. They were knowledgeable about people's needs and could explain what medicines people were taking.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where legal requirements were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The registered person did not always provide care in a safe way for service users because they had not always ensured the proper and safe management of medicines.</p> <p>Regulation 12 (2) (g)</p>