

SLW Limited

Sycamore Care Centre

Inspection report

Sycamore Care Centre
Nookside
Sunderland
Tyne and Wear
SR4 8PQ

Date of inspection visit:
10 August 2016

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25 October 2016

Tel: 01915250181

Website: www.sycamorecarecentre.co.uk

Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

At the last inspection on 19 and 20 November 2015 we found a breach of regulation. Following the inspection the provider wrote to us to say what they would do to meet legal requirements in relation to medicines.

We undertook this focused inspection to check that they had met legal requirements and to confirm that they had followed their action plan and made improvements to the service. 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 Sycamore Care Centre on our website at www.cqc.org.uk.

Sycamore Care Centre is registered to provide personal and nursing care for up to 113 older people with general care and mental health needs. At the time of this visit 103 people were using the service. The service is set in its own grounds and consists of four units (the Lodge, the Mews, the Villa and the Cottage).

The current manager has been in post since the beginning of August 2015. They are in the process of applying to the Care Quality Commission (CQC) to become the registered manager. A registered manager is a person who has registered with the CQC 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 10 August 2016, we found medicines were managed safely. The provider had followed their plan and legal requirements had been met.

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 in relation to medicines.

Medicine records were completed accurately and in a timely manner. Medicines were stored appropriately and at the correct temperature. Prescribed creams were recorded on topical medicine administration records. Medicine stock records were accurate and unwanted medicines were accounted for and returned to the local pharmacy regularly.

While improvements had been made we could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Sycamore 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 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 Sycamore Care Centre on 10 August 2016. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 20 November 2015 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 that question.

The inspection was undertaken by one adult social care inspector.

Before our inspection we reviewed information we held about the service and the provider such as the action plan the provider submitted setting out how they would become compliant with the breach identified at the previous inspection.

During our inspection we spoke with the registered manager, two unit managers, two seniors and two care assistants. We looked at medicine administration records for 15 people and other records related to people's medicine needs.

Is the service safe?

Our findings

At our comprehensive inspection of Sycamore care Centre on 20 November 2015 we found that the service did not have accurate records to support and evidence the safe administration of medicines. Medicine records were not always completed correctly or in a timely manner, which placed people at risk of medicine errors. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 10 August 2016 we found the provider had followed the action plan they had devised to meet shortfalls in relation to the requirements of Regulation 12 described above.

Medicines were managed safely. There were accurate records to support and evidence the safe administration of medicines. Medicine records were completed correctly in a timely manner, which meant people received their medicines at the times they needed them.

The arrangements for administering 'when required' medicines were safe. There were clear guidelines for staff to follow and each person who needed 'when required' medicines had an individualised support plan in place so staff knew when this was necessary. This meant people were given 'when required' medicines in a safe, consistent and appropriate way.

Medicines were stored in locked trolleys secured to the wall, and records were kept of the temperature of the area. In all cases this was within recommended limits.

Prescribed creams were recorded as administered on topical medicine administration records. There was clear guidance and body maps in place for staff regarding the application of prescribed creams so this could take place in the right way and at the right frequency, in line with instructions on people's prescriptions.

Stocks of medicines received into the service and existing stocks of medicines from the previous month were properly recorded. This meant medicine stock records were accurate, so care staff could properly monitor when further medicines needed to be ordered. Unwanted medicines were accounted for and returned to the local pharmacy regularly.