

Mrs K Shunmoogum

Manon House

Inspection report

82 Mayfield Road
South Croydon
Surrey
CR2 0BF

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10 August 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out a comprehensive inspection of this service on 10 June 2016 at which a breach of legal requirements was identified. We found no risk assessments had been undertaken with people to ensure they were capable of understanding and managing their own medicines. After the inspection, the provider wrote to us with a plan for how they would meet legal requirements in relation to this breach.

We undertook this focused inspection on 10 August 2017. We checked the provider had followed their plan and made the improvements they said they would to meet 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 Manon House on our website at www.cqc.org.uk

Manon House is a small service which provides care and accommodation for up to six adults. The service specialises in supporting people with mental health needs. At the time of our inspection there were five people using the service.

At this inspection we found the provider had taken the action they said they would and were now meeting legal requirements.

Risk assessments had been undertaken with each person using the service to determine whether they could take and look after medicines themselves. Where people required assistance to take their medicines the reasons for this were detailed in their records and people had consented to the support that was provided.

Where a person was able to self-medicate their individual risk assessment set out the support they required to do this safely whilst maintaining their independence to do so. They had been provided a secure lockable medicines cupboard to keep their medicines safe. The provider reviewed risk assessments every 3 months, or sooner if required, to check that current arrangements continued to meet people's needs.

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 action had been taken to make improvements. Risk assessments had been undertaken with people to determine whether people were able to look after and take their prescribed medicines. Where people were self-medicating they were appropriately supported to maintain their independence to do so.

We have not improved the rating for this key question from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection of the service.

Requires Improvement ●

Manon House

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 checked 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.

This focused inspection was unannounced and undertaken by a single inspector on 10 August 2017. It was done to check that improvements had been made by the provider after our comprehensive inspection on 10 June 2016. This is because the service was not meeting legal requirements at the time of that inspection. We inspected the service against one of the five questions we ask about services: is the service safe?

Before the inspection we reviewed the information we held about the service. This included the written report we asked the provider to send us setting out the action they would take to take to meet the regulation that was not being met at their last inspection.

During our inspection we spoke with one person using the service and the deputy manager. We also looked at people's care records and the service's medicines policy.

Is the service safe?

Our findings

At our last inspection of the service in June 2016 we found the provider in breach of the regulations because no risk assessments had been undertaken with people to ensure they were capable of understanding and managing their own medicines. After the inspection, the provider wrote to us with an action plan setting out how they would make the necessary improvements to address the issues and concerns we found.

At this inspection we found the provider had taken the action they said they would and now met legal requirements.

Of the five people using the service, four were being supported by staff with their prescribed medicines. One person was self-medicating. Risk assessments had been undertaken with each person, and the relevant healthcare professionals involved in their care, to determine whether they could take and look after medicines themselves. Where people required assistance to take their medicines the reasons for this were detailed in their records and people had consented to the support that was provided.

Where a person was self-medicating, their individual risk assessment set out the support they required to do this safely whilst maintaining their independence to do so. They had been provided a secure lockable medicines cupboard to keep their medicines safe. The deputy manager confirmed they carried out spot checks, with the person's consent, to check that they were taking their medicines as prescribed. For all the people, their risk assessments were reviewed every 3 months or sooner if there was a change in their needs. Records showed the deputy manager checked that current arrangements continued to meet people's needs.