

# Stroud & District Homes Foundation Limited

## Cotswold Court

### Inspection report

Browns Lane  
Stonehouse  
Gloucestershire  
GL10 2JZ

Tel: 01453828275  
Website: [www.stroudmencap.co.uk](http://www.stroudmencap.co.uk)

Date of inspection visit:  
27 September 2017

Date of publication:  
09 November 2017

### Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

The inspection of Cotswold Court commenced on 27 September 2017 and was unannounced.

We carried out an unannounced comprehensive inspection of this service on 27 March 2017 and the service was rated as 'requires improvement'. During this inspection, two breaches of legal requirements were found. This was because the administration of people's medicine had not always been suitably recorded and we found a number of gaps in people's Medication Administration Records (MAR). We also found the audits which had been implemented within the service had not recognised the gaps in the MAR charts and this meant action had not been taken to address the issues leading to these errors. We issued a warning notice for the breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The warning notice required the provider to improve their governance systems by 15 August 2017.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches. We undertook a focused inspection on 27 September 2017 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to these topics. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for 'Cotswold Court' on our website at [www.cqc.org.uk](http://www.cqc.org.uk). This inspection examined how the service was managing people's medicines, the quality assurance systems around medicines and the safeguarding processes and procedures at the service.

Our findings at this inspection have not changed the current rating of 'requires improvement' for the key question safe and well-led. We have not changed the overall rating of 'requires improvement' for this service because we did not review all of the key questions. We will review all of the key questions at our next comprehensive inspection.

Cotswold Court is a large house offering accommodation and personal care support for up to six people who have a learning disability. There were 6 people using the service at the time of the inspection.

The home has a registered manager. 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.

People felt safe living at Cotswold Court. People's medicines had been managed safely. People told us they received their medicine as prescribed. Records of people's medicine administration had been maintained and evidenced people were receiving their medicines as prescribed.

Quality assurance systems around people's medicines had been improved and there was evidence these were now being used effectively to identify shortfalls within the service. Where issues had been identified, there was evidence prompt action had been taken to address these concerns.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

People felt safe living at Cotswold Court.

People's medicines had been managed safely. People told us they received their medicine as prescribed. Records of people's medicine administration had been maintained and evidenced people were receiving their medicines as prescribed.

We have not changed the overall rating of 'requires improvement' for the key question; is the service safe? because we did not review all aspects of this key question. We will review all aspects of this key question at our next comprehensive inspection.

**Requires Improvement** ●

### Is the service well-led?

The service was well led.

Quality assurance systems around people's medicines had been improved and there was evidence these were now being used effectively to identify shortfalls within the service. Where issues had been identified, there was evidence prompt action had been taken to address these concerns.

Staff, people using the service and their relatives spoke positively about the leadership at Cotswold Court.

We have not changed the overall rating of 'requires improvement' for the key question; is the service well-led? because we did not review all aspects of this key question. We will review all aspects of this key question at our next comprehensive inspection.

**Requires Improvement** ●

# Cotswold Court

## **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 a focussed inspection of Cotswold Court on 27 September 2017. The inspection was completed by one adult social care inspector and was unannounced. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 27 March 2017 had been made. We inspected the service against two of the five questions we ask about services: is the service safe and is the service well-led? This is because the service was not meeting legal requirements in relation to those questions at our last inspection on 27 March 2017.

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, and notifications submitted by the provider. Providers tell us about important events relating to the service they provide using a notification.

During the visit we spoke with three people and three members of staff living at Cotswold Court. Following the inspection, we contacted three relatives for their views on Cotswold Court. During the inspection, we looked at the medicine records for all of the people living at Cotswold Court.

# Is the service safe?

## Our findings

People told us they felt safe living at Cotswold Court. One person said "The staff take good care of me". Another person said "They are very good and help me to stay safe. Relatives we spoke with confirmed they felt their loved ones were safe living at Cotswold Court.

At our comprehensive inspection of Cotswold Court on 27 March 2017, we could not be satisfied people's medicines were being managed safely. We found Medication Administration Records (MAR) had a number of gaps which had not been identified. At our focussed inspection on 27 September 2017, we found improvements had been made in this area and legal requirements were being met. Medicine policies and procedures were available to ensure they were managed safely. Staff had been trained in the safe handling, administration and disposal of medicines. Their competency was checked and updated annually to ensure they were aware of their responsibilities and understood their role. The MAR charts for people had been completed and provided a clear overview of the medicines that had been administered to people. Where people had controlled drugs, we found there had been stored, administered and recorded appropriately.

The staff we spoke with told us they felt there had been improvements to the management of people's medicines and as a result the recordings on MAR charts were now more accurate. Staff went on to tell us they felt there was prompt action from management if a medicine error had been made by any member of staff. The staff told us a medicine error would normally result in the staff member being re-trained and having their competencies re-checked by the registered manager.

The people living at Cotswold Court told us they felt they were well supported with their medicines and did not have any concerns with this aspect of their support.

## Is the service well-led?

### Our findings

At our comprehensive inspection of Cotswold Court on 27 March 2017, we could not be satisfied the quality assurance systems around the safe management of medicines was effective in identifying shortfalls and ensuring corrective action had been taken. This was an ongoing concern as we had also found improvements were needed to the governance systems at our inspection in March 2016.

At our focussed inspection of Cotswold Court on 27 September 2017, we found improvements had been made in this area and the requirements of the regulation were being met. In addition to the monthly medicines audit that had been introduced prior to our last inspection, the registered manager had also introduced a weekly audit of medicines and the associated records. This included checking stock levels, temperature records and the MAR charts of people's medicines. We looked at the records for the past four months and found all of the audits had been completed as planned. We saw evidence that where shortfalls had been identified, the appropriate action had been taken to address the concerns. For example, one of the weekly audits had identified that a staff member had not signed for the medicine which they had administered. We found the registered manager had taken prompt action to address the concern. The staff member had been re-trained in the administration of medicines and also had their competencies re-checked. We also found the registered manager had discussions with the staff member so they could reflect on their practice and identify areas of improvement.

The staff we spoke with all told us they felt there was good leadership from the management team. All of the staff we spoke with told us they felt the registered manager was approachable and willing to support the staff. The registered manager told us they had an open-door policy and were always available for staff. The people living at Cotswold Court and their relatives spoke positively about the registered manager. One person said "The manager is great." Another person said "The manager always has time for us". One relative said "The manager is a very kind and caring person. She works very hard to ensure people are happy."