

Barchester Healthcare Homes Limited

Woodside House

Inspection report

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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 7 July 2015. A breach of legal requirements in relation to the management of people's medicines was found. 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 unannounced focused inspection on 27 October 2015 to check that the provider had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to this requirement. The area we looked at was under the relevant key questions of; is the service safe? You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Woodside House on our website at www.cqc.org.uk.

Woodside House is a service that provides accommodation and care to older people, people living with dementia, people with physical disabilities and younger adults. It is registered to care for up to 56 people.

This service requires a registered manager to be in place. A registered manager is a person who has registered with the Care Quality Commission (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. There is not a registered manager in place at Woodside House but an application has been received from the provider to register a new manager at this service.

We found that some improvements had been made and that therefore, the provider was no longer in breach of the regulation in relation to the management of people's medicines. Records indicated that people received their medicines when they needed them. They were given to people by staff who were competent and who followed good practice and national guidance.

People's oral medicines were stored securely for their safety. However, medicines for external use such as

Summary of findings

creams that were kept in people's rooms were not secure. This meant there was a risk that some people who may

not understand what the medicine was for, could use them inappropriately which could cause them harm. Therefore, further improvements are required within this area.

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?

The service was not consistently safe.

Records showed that people received their medicines when they needed them and that the staff were competent to give people their medicines.

People's oral medicines were stored securely. However, people's external medicines such as creams were not stored securely. Therefore there was a risk that some people could use these medicines inappropriately and experience harm.

Requires improvement



Woodside 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 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.

This inspection took place on 27 October 2015 and was unannounced. This inspection was carried out to check that improvements to meet legal requirements planned by

the provider after our 7 July 2015 inspection had been made. The service was inspected against one of the five questions we ask about services: is the service safe? The inspection team consisted of one inspector who specialised in medicines management.

Before the inspection, we reviewed the information we held about the service, this included the provider's action plan that they sent us following our last inspection in July 2015.

On the day we visited the service, we spoke with two nurses and the manager. We looked at four people's medicine records and staff training records in relation to medicine management.

Is the service safe?

Our findings

At the last inspection in July 2015, we found that there had been a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) 2014. This was due to some people's oral medicines not being stored securely which posed a risk to people's safety if they did not understand what they were for. This risk had not been assessed by the service. We also found that some nursing staff were following poor practice when administering people their medicines and that staff were using one person's prescribed thickener to thicken a number of other people's drinks which is again poor practice. At this inspection we found that some improvements had been made.

The nurses were observed to follow safe procedures when administering medicines. Each nurse had received training in this area and had been assessed as being competent to give people their medicines safely. Supporting information was available to guide staff on how to administer medicines to people, to reduce the risk of them receiving their medicines incorrectly.

Records showed that people living at the service received their medicines as intended by the person who had prescribed them and that staff carried out regular checks of records of medicine administration to make sure that this was the case.

Staff had been reminded by the manager that they were to only use the thickener prescribed to that individual person when thickening their drinks and we saw this was the case during the inspection.

Medicines for oral administration were stored securely for the protection of people who used the service. Medicines prescribed for external application such as creams were stored in cabinets within people's rooms. However, these were not fully secured which presented a risk to people who may not have understood that they could cause harm if used inappropriately. Therefore, improvements within this area are required. This was fed back to the manager during the inspection and they agreed to immediately store these medicines securely for the safety of people who lived there.