

Care UK Community Partnerships Ltd

Davers Court

Inspection report

Shaker's Lane
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Tel: 03333211982

Date of inspection visit:
26 May 2016

Date of publication:
19 July 2016

Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of the service on 16 and 17 February 2016 in response to some concerns which had been raised with us. That inspection identified a number of breaches of regulation, the most concerning of which was a breach relating to the unsafe management of medicines. Given that our previous inspection, which was carried out on 20 January 2015, had also identified a breach of regulation with regard to the unsafe management of medicines we were not assured that the service had made the required improvements in the intervening period. For this reason we issued a warning notice which required the service to ensure they met the legal requirements of Regulation 12 (1) and (2) (g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 by 22 April 2016.

We carried out this focused inspection on 26 May 2016 to check that the service had met the legal requirements. This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Davers Court on our website at www.cqc.org.uk.

Davers Court provides accommodation for up to 60 people, some of whom are living with dementia, who require care or nursing care.

The service is currently without 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 of the Health and Social Care Act and associated Regulations about how the service is run. The recently appointed manager is planning to register with CQC.

At our focused inspection on 26 May 2016 we found that the provider had made the required improvements and was no longer in breach of the regulation with regard to the management of medicines.

We looked at how information in medication administration records and care notes supported the safe handling of medicines.

Medicines were being stored safely for the protection of people who used the service. Audits were in place to enable staff to monitor and account for medicines. Records showed people were receiving their medicines as prescribed and there were clear records showing why people did not receive their medicines for any reason.

Medicines which were given on a when required basis needed some further information in place to help guide staff to clearly know the expectations of the provider.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Medication systems were safe and the provider was now meeting the legal requirements related to the safe management of medicines.

Systems were in place for the safe ordering, storage, administering and recording of medicines. Some medicines, given on an occasional basis, needed additional information to be provided to guide staff.

Staff received the training they needed to administer medicines and their practice had recently been assessed.

Requires Improvement ●

Davers 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.

This focused inspection took place on 26 May 2016 and was unannounced. It was designed to check that the required improvements had been made by the provider in response to a warning notice that had been issued following our previous inspection on 16 and 17 February 2016, regarding the unsafe management of medicines.

The inspection team consisted of one pharmacist inspector. We spoke with nursing staff and those with responsibility for administering medicines and looked at stocks of medicines and records related to the management of medicines.

Is the service safe?

Our findings

During the inspection our pharmacist inspector looked at how information in medication administration records and care notes for people living in the service supported the safe handling of their medicines.

Medicines were being stored safely for the protection of people who used the service and at the correct temperatures. Audits were in place to enable staff to monitor and account for medicines. Records showed people were receiving their medicines as prescribed and there were clear records showing why people did not receive their medicines, such as when they refused them. Our own audit conducted during the inspection showed no errors when people were given their medicines.

Supporting information was available to assist staff when giving individual people their medicines. For example, there was personal identification to help ensure medicines were administered to the right people. Information about people's medicine sensitivities and allergies, when known, and information about how they preferred to have their medicines given to them was documented clearly.

There were charts in place to record the application and removal of prescribed skin patches. When people were prescribed medicines on a when required basis, there was written information available to show staff how and when to give these. However, for some medicines prescribed in this way, further information was needed to ensure the medicines were given consistently and appropriately.

Staff handling and giving people their medicines had recently been assessed as competent to undertake the tasks.

Whilst we were pleased to find the medication administration practices inspected on this occasion to be good, the overall rating for this key question of 'Safe' will be Requires Improvement as other concerns identified at the last inspection have not yet been reviewed. We will review our rating for Safe at the next comprehensive inspection. The overall rating for this service has not changed following this inspection.