

Brooklands Care Home Ltd

Brooklands Nursing Home

Inspection report

25 Lambeth Road
Eastwood
Leigh On Sea
Essex
SS9 5XR

Date of inspection visit:
15 June 2017

Date of publication:
14 July 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service on 20 and 21 September 2016. We found that medication practices and procedures were not safe or being followed by staff and improvements were required. We found medicines were not stored securely for the protection of people who used the service. Our observations of the medication rounds showed that people were at risk of receiving their medication too close together. Additionally, not all people using the service had received their medication as they should or in line with the prescriber's instructions.

As a result of our concerns a breach of regulatory requirement relating to Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was made. We undertook a focused inspection on 15 June 2017 to review the above and to ensure that compliance with regulatory requirements had now been achieved. This report only covers our findings in relation to this area. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Brooklands Nursing Home on our website at www.cqc.org.uk

A registered manager was in post. 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 2008 and associated Regulations about how the service is run.

Medicines were safely and securely stored, recorded and administered in line with current guidance to ensure people received their prescribed medicines to meet their needs. This ensured that people using the service received their prescribed medication as they should and in a safe way. Staff were suitably trained to administer medication and had their competency assessed at regular intervals to ensure they remained competent to undertake this task. Suitable arrangements were in place to assess and monitor the provider's arrangements for compliance with medication.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Medication practices were safe and people received their medication as prescribed and in safe way.

Brooklands Nursing Home

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 inspection took place on 15 June 2017 and was unannounced. The inspection team consisted of one inspector.

We reviewed the information we held about the service including safeguarding alerts and other notifications. This refers specifically to incidents, events and changes the provider and manager are required to notify us about by law.

We reviewed the service's arrangements for the management of medicines. This included a review of the provider's medication storage and security arrangements, examination of 13 people's Medication Administration Records [MAR], observation of staff's practice and a review of staff's medication training and competency records. We spoke with four people who used the service, one nurse and the registered manager.

Is the service safe?

Our findings

Comments about the provider's medication arrangements from people using the service were positive. One person told us, "I always get my medication. The staff are very good." A second person told us, "I get my tablets each day without fail. The nurses are very nice and ensure I have a glass of water with my tablets".

Medicines were stored safely for the protection of people who used the service, with secure storage arrangements in place for staff authorised to have access to peoples medication. The temperatures for storing medicines were monitored each day and within recommended guidelines. Our observation of staff practice in relation to medicines management was good and staff were seen to undertake this task with dignity and respect for the people they supported.

People received their medication in a timely manner and the medication rounds were evenly spaced out throughout the day to ensure that people did not receive their medication too close together or too late. Suitable arrangements were in place to record when medicines were received into the service, given to people and disposed of. We looked at the Medication Administration Records [MAR] for 13 out of 41 people living at the service. These were in good order, provided an account of medicines used and demonstrated that people were given their medicines as prescribed, with the exception of some emollient and topical creams. In relation to the latter it was difficult to determine if staff had failed to apply the topical cream or solely failed to record the administration as these were incomplete in some cases. We discussed this with the registered manager and an assurance was provided that the completion of these records would be monitored more closely. Where people were prescribed medication dependent on the results of a blood test, for example Warfarin, information relating to this was kept with the MAR form.

Evidence was available to show that medication reviews were routinely carried out involving health and social care practitioners, the person using the service and those acting on their behalf where appropriate.

Staff involved in the administration of medication had received appropriate training and had their competency assessed at regular intervals. Recurring audits had been completed and highlighted no areas required corrective action. A review of the service's medication records and practices was carried out by the local pharmacy in March 2017 and no areas for improvement were highlighted. This showed that the provider's policies and procedures were being followed by staff in relation to the safe management of medicines at the service.