

Chantry Retirement Homes Limited

Euroclydon Nursing Home

Inspection report

Drybrook
Gloucestershire
GL17 9BW
Tel: 01594 543982

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Ratings

Overall rating for this service

Requires improvement 

Is the service safe?

Requires improvement 

Overall summary

We carried out an unannounced comprehensive inspection of this service on 25 February 2015. A breach of legal requirement was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to medicines.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met the legal requirement. This report only covers our findings in relation to that requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Euroclydon Nursing Home on our website at www.cqc.org.uk.

This inspection took place on 10 August 2015 and was unannounced. The service cares for people who have physical needs and for those who live with dementia. It can accommodate up to 42 people and at the time of this inspection there were 41 people receiving care.

A registered manager was employed. 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.

At the last inspection on 25 February 2015, we asked the provider to take action to make improvements in how medicines were administered. This was to ensure people received their prescribed medicines safely. This action had been completed.

We found all staff who administered medicines had discussed the process of safe medicine administration with the registered manager. Their awareness had been raised in relation to ensuring people had taken their medicines after they had been given them. Various arrangements had been made to ensure people were not prescribed medicines they no longer required and to ensure the staff who administered medicines were able to do this in an unrushed and undisturbed way.

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 safe. We found that action had been taken to improve how people's medicines were administered. People received their medicines appropriately. Staff received support to be able to administer people's medicines safely.

We could not improve the ratings for responsive from 25 February 2015 because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires improvement



Euroclydon 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 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 an unannounced focused inspection of Euroclydon Nursing Home on 10 August 2015. This inspection was done to check that improvements to meet the legal requirement planned by the provider after our

comprehensive inspection on 25 February 2015 had been made. The service was inspected against one of the five questions we ask about services: is the service safe?. This is because the service was not meeting a legal requirement.

The inspection was carried out by one inspector. During our inspection we spoke with the registered manager and one member of staff. We looked at a selection of records which included audits of the medicines system.

Before the inspection we reviewed the provider's action plan they had sent us. We also reviewed other information we held about the service which included reports from the provider about significant events.

Is the service safe?

Our findings

During our inspection on 25 February 2015 we found tablets down the side of armchair cushions. People's medicines had not been administered safely enough to ensure people had actually taken their medicines. This potentially put them at risk of not having their health issues treated by their prescribed medicines. We found action had been taken to reduce the risk of this happening again and to ensure people received their medicines as prescribed.

A meeting had been held by the registered manager in response to our findings on 25 February 2015. Staff confirmed that they attended this meeting. Shortfalls identified in our previous inspection had been discussed. Staffs' awareness had been raised about the need to ensure when staff administered medicines, unless people refused their medicines, they swallowed them at the point of administration. This also ensured that the records kept on administered medicines were accurate. For example, people had actually taken the tablets that staff were signing to say they had administered. Every member of staff had their awareness raised in relation to this. This included staff who did not administer medicines but who observed and cared for people after their medicines had been administered. This was to ensure that every member of staff was made aware of the need to be more vigilant about the potential risk that people may later remove tablets from their mouths and to report this if they observed this. The medicines policy had also been reviewed since our last inspection and was accessible to all staff.

An audit had been completed on the medicines system by the supplying pharmacy as well as the usual monthly audits by senior staff in the care home. We reviewed these

and they showed that the system was working well and was safe. Cleaning audits also showed that armchairs were cleaned each night. Arrangements had been made to ensure armchairs were cleaned each night so that any tablets not taken would be found within a 24 hour time period. This would help staff to work out who may not be taking their medicines as they knew who tended to sit where.

All prescribed medicines had been reviewed by a pharmacist from Gloucestershire's Clinical Commissioning Group (CCG). This was part of a pilot run by the CCG to reduce polypharmacy (the use of four or more medicines by one person). This ensured people in Euroclydon Nursing Home were only taking the medicines they required and that there was no duplication. A member of staff who administered medicines in the care home confirmed the review by the CCG had resulted in a reduction of medicines that needed to be administered. This had helped to reduce the time medicines took to be administered but had provided staff with more time to ensure people took their medicines and to be able to talk to people about their medicines.

The registered manager planned to introduce a specific supervision//support group for all staff who administered medicines. This would provide a forum for staff to discuss any concerns they had about medicine administration and support further learning.

Whilst we saw improvements had been made in how people's medicines were administered, we could not improve the rating for 'Is the service safe?' from 25 February 2015 because to do so requires consistent good practice overtime. We will check this during our next planned comprehensive inspection.