

HC-One Limited

Pendleton Court Care Home

Inspection report

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Ratings

Is the service safe?

Requires Improvement



Overall summary

Pendleton Court is a nursing home located in Salford, Greater Manchester. The home is a large converted mansion house situated in an elevated position at the rear of a residential estate. Accommodation is on two floors in single en-suite bedrooms. A passenger lift provides access to each floor. The home is within walking distance of a local park and shops. It is also close to the local bus routes into Manchester city centre and Salford/Eccles and is close to the motorway network.

We looked at the personal care or treatment records of people who use the service, carried out a visit on 16 October 2014, observed how people were being cared for and talked with staff.

We asked if medicines were handled safely. Staff handling medicines had completed training but the home's medicines policy was not consistently followed throughout the home. We found that the arrangements to ensure that any special label instruction such as, 'before food' were not consistently applied throughout the home and that some records of cream application were missing. This meant we could not tell when they had been applied.

This meant there had been a breach of regulation 13 with regards to the safe administration of medication

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?

Not all aspects of the service were safe. Staff handling medicines had completed training but the home's medicines policy was not consistently followed throughout the home. We found that the arrangements to ensure that any special label instruction such as, 'before food' were not consistently applied throughout the home and that some records of cream application were missing. This meant we could not tell when they had been applied.

Requires Improvement



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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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to provide a rating for the service under the Care Act 2014.

We carried out this unannounced inspection on 16 October 2014. The inspection team consisted of an pharmacist inspector from the Care Quality Commission.

The inspection was carried out to see if improvements had been made following our last inspection in April 2014.

Is the service safe?

Our findings

We looked at the homes arrangements for handling medication. All medicines were administered by qualified nurses or suitably trained care workers. Since our previous visit new arrangements had been put in place to help ensure that special label instructions such as “before food” were followed and that enough time was left between doses of the same medicine. However, we found that these arrangements were not consistently followed throughout the home. Additionally, on the nursing floor we found that not all the medicines administration records had been completed at the time of administration to each patient, increasing the risk of mistakes.

The medicines administration records were clearly presented to show the treatment people had received.

Separate charts were in place for recording the application of emollient creams by care workers. However, we found that some of these were missing making it impossible to tell when the creams had been applied. Arrangements were in place for checking and confirming people’s medicines on admission to the home and where new medicines were prescribed these were promptly started. Written assessments were completed to support people wishing to self-administer medication.

Managers carried out regular audits of medication handling to help ensure that should any concerns be identified they can be promptly addressed. We saw that appropriate systems were in place for recording and assessing medicines errors and incidents.

This meant there had been a breach of regulation 13 with regards to the safe administration of medication.

This section is primarily information for the provider

Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We did not take formal enforcement action at this stage. We will check that this action is taken by the provider.

Regulated activity

Accommodation for persons who require nursing or personal care

Regulation

Regulation 13 HSCA 2008 (Regulated Activities) Regulations
2010 Management of medicines

Appropriate arrangements were not in place for the safe handling of medication.