

Hillcroft Nursing Homes Limited

Hillcroft Nursing Home Lancaster

Inspection report

Westbourne Road
Lancaster
Lancashire
LA1 5DX

Tel: 0152463107

Date of inspection visit:
18 November 2016

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13 January 2017

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches. We carried out this unannounced focused inspection on the 18 November 2016 to check they had followed their plan and to confirm they now met legal requirements. This report only covers our findings in relation to these topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Hillcroft Nursing Home Lancaster' on our website at www.cqc.org.uk.

Hillcroft Nursing Home Lancaster is one of six nursing homes managed by Hillcroft Nursing Homes (Carnforth) Ltd. It is registered to provide care and accommodation for up to 20 people and is located in Lancaster. The home caters predominantly for people living with dementia and who have complex behaviours.

The service had a registered manager 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.

At our focused inspection on the 18 November 2016, we found improvements had been made. We found the provider had introduced an electronic system to monitor the administration and recording of medicines effectively.

To keep people safe we saw the provider had introduced an amended application form that allowed candidates to document any gaps in their employment.

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 ●

We found action had been taken to improve the safety of the service.

Action had been taken to improve the effective monitoring of the administration of medicines since the last inspection

Medicines were consistently administered safely, in line with the provider's policy and national guidelines.

We found action had been taken by the provider on exploring and documenting gaps in employment histories.

Recruitment procedures the service had were robust and safe.

Hillcroft Nursing Home Lancaster

Detailed findings

Background to this inspection

We carried out an unannounced comprehensive inspection of this service on 22 March 2016, at which two breaches of legal requirements were found. This was because staff did not always follow policies and procedures on the administration of medicines. They did not document people's full employment history, or gather written explanation of any gaps in employment.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches. We carried out this unannounced focused inspection on the 18 November 2016 to check they had followed their plan and to confirm they now met legal requirements. This report only covers our findings in relation to these topics. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Hillcroft Nursing Home Lancaster' on our website at www.cqc.org.uk.

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Is the service safe?

Our findings

At our comprehensive inspection of Hillcroft Nursing Home Lancaster on 22 March 2016, we found staff did not always sign medication administration recording forms to indicate medicines and creams had been administered. This was a breach of Regulation 12 Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 because staff failed to follow policies and procedures on the administration of medicines.

During our inspection visit on 18 November 2016, we saw the provider had introduced an electronic safe management of medicines system. The registered manager told us all nurses and four senior carers had been trained to use this system. They also told us agency nurses who worked regularly at the nursing home had attended the presentation on the system and accessed online training. This showed the provider had ensured continuity of support to deliver effective care.

The registered manager told us, "If you can work a smart phone, you can work this." They also told us the system reduced the likelihood of medicine errors taking place. During this inspection, we observed the nurse on duty use the system to administer medicines. The hand held device used colour coding to indicate when medicines were due to be dispensed or if medicines had not been administered. The system allowed the registered manager to see what medicines had been administered by which staff and if staff had failed to administer prescribed medicines. The registered manager told us by using this system, there was a reduced risk of giving the medicine to the wrong person or administering medicines at the wrong time.

We looked at a selection of medicine administration recording (MAR) forms used for ten people before the introduction of the electronic system. The MAR forms showed nurses had consistently signed to indicate the administration of medicines and creams. Our observations showed staff had followed procedures to keep people safe. We also noted the provider had introduced a new system for the administration of medicines to minimise risk and protect people.

We also found in the course of our inspection visit on 22 March 2016 that during recruitment, the provider had not fully used systems in place to keep people safe. This was a breach of Regulation 19 Health and Social Care Act 2008 (Registration of Regulated Activities) Regulations 2014, because the provider had failed to gather written explanation of any gaps in candidate's employment.

During this focused inspection, we saw the provider had amended their application form. It now included, 'If there have been any gaps in your employment history since you left full time education, whether you were in either paid or voluntary employment can you tell us about them please.' We looked at the application forms of four staff that had started work with the provider since our last inspection. All four had full employment histories documented within the application form. This showed the provider had met their regulatory responsibilities by having effective and comprehensive recruitment and selection procedures in place.