

Ms Jean Ann Norris

Select Care

Inspection report

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Ratings

Overall rating for this service

Requires improvement



Is the service safe?

Requires improvement



Overall summary

During our inspection in March 2015, we found that the systems and processes in place for the recording of medicines were not always adequate or in line with expected best practice. This was a breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to regulation 12 (g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following the inspection the provider sent us an action plan detailing the improvements they were going to make, and stating that improvements would be achieved by 22 June 2015.

This report only covers our findings in relation to the outstanding breach of regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Select Care' on our website at www.cqc.org.uk.

This inspection was announced and took place on 13 July 2015.

During this inspection, we found that improvements had been made to the systems in place within the service, to ensure that appropriate standards of medication administration and recording now took place.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

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?

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

There were improved systems in place to ensure people's medicines were managed safely.

While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require a longer term track record of consistent good practice. We will review our rating for safe at the next comprehensive inspection.

Requires improvement



Select Care

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 a focused inspection of Select Care on 13 July 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 18 and 23 March 2015 had been made. We inspected the service against one of the five questions we ask about services: is the service safe. This is because the service was not previously meeting legal requirements in relation to the safe domain.

The inspection was announced and the inspection team consisted of one inspector. We gave 48 hours' notice of the inspection to ensure that people were at home and the registered manager was available.

Before our inspection we reviewed the information we held about the home, this included the provider's action plan, which set out the action they would take to meet legal requirements. We checked the information we held about the service and the provider and made contact with the local authority to obtain additional information.

During our inspection, we spoke with two people who used the service. This was so that we could corroborate our findings and ensure the care being provided was appropriate to meet people's needs.

We also spoke with the registered manager and looked at five medication administration records to ensure that action had been taken to make required improvements.

Is the service safe?

Our findings

During our inspection on 18 and 23 March 2015, we identified that the systems in place for recording medication administration were not satisfactory. We identified that there were some failings in the recording of medicines. Staff administered the medicines direct from the blister pack, and only signed the Medication Administration Record (MAR) to say they had given the medicines and the time slot in the day that this took place. This was in breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to Regulation 12 (g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, we found that the provider had followed the action plan they had written, to meet shortfalls in relation to the regulatory requirements as described above.

People were supported to take their medicines safely. One person said, “I take such a lot of them but I know they try hard to get them all right for me.” Another person told us,

“They always give them to me on time.” The registered manager told us that it was important to make sure medication was administered correctly and said that staff took time to explain to people what they were taking. They explained that since our last inspection they had reviewed their practices and were working to ensure that the Medication Administration Record (MAR) charts were a better and more easy working document for staff to use. They told us that they had liaised with the local pharmacy to ensure that people received the right medication. They had also changed their practice so that a copy of the list of medication from the blister packs was now attached to the MAR chart. This acted as a guide to staff when administering medication and gave them the ability to cross reference each tablet against the written record, to ensure it was correct.

We looked at Medication Administration Record (MAR) charts and noted that there were no gaps or omissions. The correct codes had been used and when medication had not been administered, the reasons were recorded. We found there were suitable arrangements for the safe storage, management and disposal of people’s medicines.