

Cornerstones (UK) Ltd

St Patrick's House

Inspection report

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Amesbury
Salisbury
Wiltshire
SP4 7LL

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04 August 2020

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21 August 2020

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

About the service

St Patrick's House is a care home providing accommodation and personal care for up to eight people with a learning disability in one adapted building. At the time of the inspection six people were living in the home.

People's experience of using this service and what we found

At the last inspection we told the provider they needed to improve the way they supported people with medicines. At this inspection we found the provider had made the improvements necessary to meet legal requirements. Medicines were safely managed. People were supported to take the medicines they had been prescribed and staff completed records of the support they provided. Staff had received additional training and managers regularly checked to ensure the systems were working well.

The provider had developed systems to manage infection prevention and control, in line with national guidance. These systems were working well in practice.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was requires improvement (published 11 March 2020) and there was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made to the way medicines were managed and the provider was no longer in breach of regulation 12.

Why we inspected

We carried out an unannounced comprehensive inspection of this service on 6 February 2020. A breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was found, and we served a warning notice against the provider.

We undertook this targeted inspection to check they had taken action to address issues in the warning notice in relation to medicines management. In addition, we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection control and prevention in care homes.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for St

Patrick's House on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about. The purpose of this inspection was to check if the provider had met the requirements of the warning notice we previously served.

Inspected but not rated

St Patrick's House

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted as part of our Thematic Review of infection control and prevention in care homes as part of CQC's response to the coronavirus pandemic.

Notice of inspection

This inspection was announced. We gave the provider 24 hours' notice of the inspection to ensure the registered manager could make arrangements for the visit in line with restrictions due to the coronavirus pandemic.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. This included the action the provider said they would take to address the shortfalls identified at the last inspection. We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager, a quality and compliance auditor from the provider's head office and three people who use the service.

We reviewed a range of records relating to medicines management and infection prevention and control.

Is the service safe?

Our findings

Using medicines safely

At the last comprehensive inspection, in February 2020, we assessed that the service was in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This was because medicines were not always recorded safely and there was a lack of clear guidance for staff on when to administer 'as required' medicines'. This was a repeated breach of regulations in relation to medicines management. We served a warning notice as a result of this on-going breach of the regulation. We told the provider they needed to meet the requirements of the regulation by 14 April 2020.

At this inspection we found the provider had taken the action needed to ensure medicines were managed safely.

- People were supported to take the medicines they had been prescribed. Medicines administration records had been fully completed and gave details of the medicines people had been supported to take. There was a record of all medicines received into the home and disposed of. Records demonstrated people had received their medicines at the right time and dose.
- Most medicines administration records had been printed out by the supplying pharmacist, with details of the prescribing doctor's instructions. For the few records that had been handwritten, two staff had signed them to ensure the prescribing instructions had been copied correctly.
- Where people were prescribed 'as required' medicines there were protocols in place detailing when they should be administered. Staff had recorded why they had supported people to take these medicines and whether they had worked, for example whether it helped control people's pain or manage periods of distress.
- Staff administering medicines had received training. The management team completed observations to ensure staff were putting their training into practice.
- Staff completed weekly checks of the medicines held in the home, to ensure they matched the records. The stock recorded matched the number of tablets held for a sample of medicines we checked.
- Medicines were securely stored in locked cabinets and staff checked that medicine was being stored at the correct temperature.
- The management team completed regular audits of the medicines storage and records. The registered manager had included medicines management as standing agenda items for team meetings and one to one supervision sessions. This had helped to ensure all staff were up to date with changes to the medicines systems and the management team could assess how they were working in practice.

Preventing and controlling infection

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the

premises.

- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.