

Acer Healthcare Operations Limited

Kents Hill Care Home

Inspection report

50 Tunbridge Grove
Kents Hill
Milton Keynes
Buckinghamshire
MK7 6JD

Date of inspection visit:
09 December 2016

Date of publication:
06 January 2017

Website: www.kentshillcarehome.co.uk

Ratings

Overall rating for this service	Requires Improvement ●
Is the service safe?	Requires Improvement ●

Summary of findings

Overall summary

Kents Hill Care Home is situated in a residential area of Milton Keynes and is registered to provide accommodation for persons who require nursing or personal care. They provide care for older people who may also be living with dementia with a mixture of nursing and residential care needs. The service is registered to provide care for up to 75 people, at the time of our inspection there were 63 people living there.

This inspection was carried out on 09 December 2016 and was unannounced. It was carried out in response to some information of concern which we received regarding the systems in place for managing people's medicines at the service. The specific details of the concerns were not looked into as part of this inspection and the Care Quality Commission is looking into the details of this and may take separate action under our enforcement powers. We conducted this inspection to see whether or not people were generally at risk associated with these concerns. During the course of the inspection we found that there were appropriate systems in place to ensure that people's medicines were managed and administered correctly.

People's medicines were managed appropriately. People were happy with the way their medicines were given to them and staff had the training and information they needed to ensure they gave people their medicines correctly and in accordance with their wishes. Records were completed to demonstrate that medicines had been given and checks and audits were in place to ensure these records were correctly completed.

There was a registered manager at the service. 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.

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 not always safe.

People's medicines were managed appropriately. They were administered correctly and in accordance with their agreed care plans. There were quality assurance procedures in place to help ensure medicines were administered correctly.

We could not improve the rating for safe from requires improvement, because to do so requires consistent good practice over time. In addition, areas which contributed to this rating were not reviewed in this inspection. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Kents Hill Care 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.

The inspection took place on 09 December 2016 and was unannounced. It was carried out by one inspector. This inspection was carried out in response to concerns which were raised with us about the administration of people's medicines at the service.

Prior to this inspection we looked at specific information we held about incidents at the service. This included information of concern about medicines management which had been sent to the Care Quality Commission (CQC). We also spoke with the local authority and clinical commissioning group, who have commissioning and support roles with the service. We also reviewed our previous inspection reports about the service.

During the inspection we spoke with three people who received their medicines from the service, to seek their views about how they were supported by members of staff. We also spoke with the registered manager, a senior carer, a senior nurse and the registered manager, to talk about how medicines were administered and managed.

We looked at Medication Administration Record (MAR) charts for 10 people and cross referenced three of these with the content of people's care plans, to check that the records matched and that records were completed when medication was given. We did stock checks for some medicines for four people. We also reviewed the systems for medication administration and looked at checks and audits carried out by the provider and registered manager to see how they managed people's medicines.

Is the service safe?

Our findings

Before this inspection we received some information of concern regarding the way one person's medicines had been managed. The Care Quality Commission (CQC) is looking into the details of this specific incident and may take separate action under our enforcement powers. This inspection was carried out to review the general systems in place for administering people's medicines at the service, and to see whether or not people were at risk because of this.

At our previous comprehensive inspection on 10 February 2016 we found some concerns about the way that medicines were managed by the service, including the lack of some important information available to staff and the completion of Medication Administration Records (MAR) charts. We found the service to be in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We carried out a follow-up inspection on 15 June 2016 and looked at this area again. We found that the provider had made improvements to the way that medicines were managed and administered and the breach of regulation 12 was removed.

During this inspection we looked at the systems for the management and administration of medicines, to ensure people were not at risk of receiving their medicines incorrectly. We found that there were robust systems in place to safeguard people against the risks associated with medication management and that recording charts were completed fully, to demonstrate that people were administered their medicines in accordance with the prescriber's instructions.

People told us that they were happy with the way in which their medicines were managed by the service. One person told us, "It's very good. I always get the right tablet at the right time." Another person said, "Yes, they give me my tablets when I need them." People felt that staff were kind and courteous when they gave them their medicines, and never made them feel rushed or uncomfortable. We saw staff providing people with their medicines. We saw that they checked the MAR charts, to ensure they were preparing the correct medicines for each person and checked to make sure that people were happy to receive them. Staff members then gave people the time they needed to take their medicines, before completing the record to show that it had been taken.

Staff members told us that they received training to enable them to administer people's medicines and that they followed the guidance contained within people's care plans and MAR charts to ensure they did this correctly. One staff member showed us that the service was planning to introduce a new system to carry out a running stock check of medicines, to help prevent errors and identify any discrepancies as soon as they happened. We checked medication stocks and found that they matched the records which were in place.

We checked people's MAR charts and sections of care plans relating to medicines. We saw that they cross-referenced and that MAR charts were completed in full, to show that medicines had been given at the correct time. We also saw that protocols for 'as required' (PRN) medicines such as painkillers were in place, to provide staff with guidance regarding the agreed procedure for administering these medicines for each individual. This meant that people would receive PRN medicines when they needed them and that staff

would use the same approach each time.

The registered manager told us that they were carrying out extra checks and audits regarding medicines management; to ensure the service was meeting people's needs in this area. They explained that weekly and monthly checks were conducted of the medicines and associated records and also confirmed that additional stock checks would be introduced to help staff stay on top of the medicines in the service. We saw that these audits were being carried out on a regular basis and were used to help drive improvements and identify areas which required attention. We saw that these systems helped the registered manager and provider ensure that medicines were managed appropriately at the service.

During our previous comprehensive inspection on 10 February 2016, we found other areas which were not breaches of regulation but did contribute to the current rating of 'Requires Improvement' for this area. These areas were not reviewed as part of this focused inspection, therefore the rating has not been changed.