

## Real Life Options

# Real Life Options - 96 Harrowdene Road

## Inspection report

96 Harrowdene Road  
Wembley  
Middlesex  
HA0 2JF  
Tel: 020 8904 3543  
Website: [www.reallifeoptions.org](http://www.reallifeoptions.org)

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## Ratings

Overall rating for this service

Good



Is the service safe?

Requires improvement



## Overall summary

We carried out an unannounced comprehensive inspection of this service on 11 December 2014. At which a breach of legal requirements was found. This related to the management and administrations of medicines.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach. We undertook a focused inspection on the 26 October 2015 to check that they had followed their plan and to confirm that they now met legal requirements.

This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Real Life Options- 96 Harrowdene Road' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Real Life Options 96 Harrowdene Road is a care home that provides accommodation for up to six people who require support with their personal care. The home provides support and care for people who have learning disabilities. There were five people living in the home at the time of our inspection.

At the time of this inspection there was no registered manager in post. The registered manager had left the organisation and cancelled their registration with us in September 2015. An interim manager was currently managing the service until a manager was recruited. 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 and associated Regulations about how the service is run.

# Summary of findings

At our focused inspection on the 26 October 2015, we found that the provider had followed their plan and legal requirements had been met.

We found people were receiving the medicines they were prescribed including food supplements. Staff we spoke

with were able to tell us about the medicines people had been prescribed including possible side effects. Staff were assessed that they were competent to administer medicines and had received medicines training in the safe handling and administration of medicines.

# 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 to people who used the service.

People received the medicines they were prescribed and staff had received relevant training to ensure that people could be confident that medicines were managed and administered safely.

This meant that the provider was now meeting legal requirements.

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**



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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, 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 Real Life Options – 96 Harrowdene Road on 26 October 2015. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 11 December 2014 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 meeting legal requirements in relation to that question.

The inspection was undertaken by one inspector.

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.

People who used the service had learning disabilities and were not able to communicate with us verbally. However three people we spoke with responded to our questions with gestures and facial expressions. We observed care and support in communal areas of the premises. We spoke with three care workers, the team co-ordinator and the manager. We also reviewed three people's care plans, five people's medicines' records, staff training and other records relating to the management of the service.

# Is the service safe?

## Our findings

At our comprehensive inspection of Real Life Options- 96 Harrowdene Road on 11 December 2014 we had concerns with how medicines were managed. A person was not receiving some prescribed food supplements, and some staff were not aware of the medical needs that medicines had been prescribed to treat and of the side effects the medicines may have. Records that demonstrated staff had had their competency to administer medicines assessed were not available.

This was a breach of the Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 26 October 2015 we found that the provider had followed the action plan they had written to us and met shortfalls in relation to the requirements of Regulation 12 described above.

Medicines were stored safely in a locked medicines cabinet. We looked at the medicines records including medicines administration records of the five people living in the

home. We found that people received the medicines that they were prescribed. Records showed that the person who had not been receiving food supplements at the time of our last inspection was now receiving them as prescribed.

Staff had received training in the handling and administration of medicines and five staff had completed or were in the process of completing a qualification in 'Understanding the safe handling of medication', which covered all areas to do with the safe administration of people's medicines. Records showed medicines training had been included in the staff induction programme. We saw records of staff medicines competency assessments. A care worker told us they were in the process of completing an assessment of their competency to administer medicines, which included shadowing more experienced staff and completing the safe handling of medicines qualification and an 'in house' competency assessment. Records confirmed this.

Staff were able to tell us about the medicines people were prescribed including their side effects. Information leaflets about each person's medicines were available. The pharmacist had provided the service with a specific file of information that provided details about each person's medicines including safe storage, the reason the medicine was prescribed and information about side effects. Staff we spoke with knew how to access this information.