

KR Care Homes Limited

# Bankfield

## Inspection report

Gigg Lane  
Bury  
Lancashire  
BL9 9HQ

Tel: 01617648552

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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

Bankfield is a residential care home providing accommodation and nursing care for up to 47 people over the age of 65 and/or living with dementia. At the time of our inspection there were 15 people using the service.

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

Medicines continued not to be safely managed. Stocks of medicines were not always clearly recorded. As required medicines protocols lacked detail and were not person-centred. One person had missed 10 doses of a medication and had also received too much of another medicine. Some staff had made several medication errors and processes to improve the safe management of medicines were not robust.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection and update: The last rating for this service was inadequate (published 25 May 2023) and there were breaches of regulations.

### Why we inspected

We undertook this targeted inspection to check on a specific concern we had about the safe management of medicines. The overall rating for the service has not changed following this targeted inspection and remains inadequate.

### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

### Special Measures:

The overall rating for this service is 'Inadequate' and the service remains in 'special measures'. This means we will keep the service under review and, if we do not propose to cancel the provider's registration, we will re-inspect within 6 months to check for significant improvements.

If the provider has not made enough improvement within this timeframe and there is still a rating of inadequate for any key question or overall rating, we will take action in line with our enforcement procedures. This will mean we will begin the process of preventing the provider from operating this service. This will usually lead to cancellation of their registration or to varying the conditions the registration.

For adult social care services, the maximum time for being in special measures will usually be no more than 12 months. If the service has demonstrated improvements when we inspect it and it is no longer rated as inadequate for any of the five key questions it will no longer be in special measures.

## 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 inadequate. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Bankfield

## 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 Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider was ensuring the proper and safe management of medicines.

#### Inspection team

The inspection team consisted of 2 inspectors.

#### Service and service type

Bankfield is a 'care home'. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. Bankfield is a care home without nursing care. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. we used this information to plan our inspection.

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make.

During the inspection

We reviewed 6 medication records and all controlled drugs records. We looked at records for the management of topical creams and as required medicine such as pain relief. We spoke with the registered manager, the deputy manager, a senior care worker and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection this key question was rated inadequate. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check specific concerns we had about the service. We will assess the whole key question at the next comprehensive inspection of the service.

### Using medicines safely

At our last inspection, we found the unsafe management of medicines placed people at increased risk of harm.

- Medicines continued not to be safely managed.
- Medication received into the home was not always correctly recorded. One person had received multiple boxes of paracetamol and stocks had been incorrectly totalled. This meant we could not be sure the stock levels were correct.
- As required medicines protocols such as for pain relief, lacked person-centred guidance. One protocol referred to another person. Another protocol did not have the correct information recorded. The medicine was to help with nausea and the protocol referred to managing constipation.
- One person had missed 10 doses of a prescribed medication as the tablet required cutting in half. A staff member advised the pharmacy delayed cutting the tablets, however, we found on some occasions, staff had cut the tablet in half themselves to administer. There was no process in place to ensure amendments to medicines were undertaken in a timely manner.
- There had been several medication errors by staff members. We reviewed the staff discussion records and found a staff member had their medication competency rechecked, but the staff member checking did not have a valid competency check themselves.
- While the inspection was ongoing, we were made aware one person had received too much of a sedative medicine over consecutive days. While no harm came to this person, it evidenced the provider continued to fail to improve the safe management of medicines across the home.
- There had been some improvements made to the medication records and the type and colour of tablets were now clearly displayed on the record which assisted staff in identifying the medication in blister packs.