

Diamond Resourcing Plc

# Better Healthcare Services

## Inspection report

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

Is the service well-led?

**Requires Improvement** ●

# Summary of findings

## Overall summary

During our inspection in July 2016, we found that management of medicines was inconsistent and staff did not always follow the provider's policy in the recording of medication. Medication administration records (MAR) were not always fully completed.

This was a breach of regulation 12 (1) (2) (a)(b)(g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We found that the quality control and auditing systems were not always used and did not always drive improvement.

This was a breach of regulation 17 (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This report only covers our findings in relation to the outstanding breaches of regulation. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Better Health Care Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was announced and took place on 18 August 2016.

During this inspection, we found that improvements had been made to the systems in place within the service, to ensure that MAR sheets were filled out and audited correctly. All staff had been re-trained in medication administration.

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

## 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.

MAR sheets had been improved and the correct information was being recorded.

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** ●

### Is the service well-led?

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

We found that monitoring of quality assurance and audit systems had improved since our last inspection but required further time to become embedded.

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 well-led at the next comprehensive inspection.

**Requires Improvement** ●

# Better Healthcare Services

## **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 Better Health Care Services on 18 August 2016. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 19 July 2016 had been made. We inspected the service against two of the five questions we ask about services: is the service safe and is the service well- led. This is because the service was not previously meeting legal requirements in relation to these domains.

The inspection was announced and the inspection team consisted of one inspector.

During our inspection we looked at records relating to medicine administration and audits to ensure that improvements had been made to the systems in place.

We spoke with one person who used the service, one relative of a person who used the service the manager who was going through the registration process, the area manager and the director.

## Is the service safe?

### Our findings

During our inspection in July 2016, we found that records relating to medicine administration were not accurately maintained. Medication Administration Records (MARS) were not always completed in full, or in accordance with the provider's policy. Staff did not always sign or record any information to show whether a medication had been taken or not. We saw that a person's medicines were not accurately being recorded on their MAR sheets. This placed people at risk of being given the incorrect amount, or type of medication. Staff were also placing themselves at risk by not following the provider's medication policy of recording medication accurately. This was a breach of regulation 12 (1) (2) (a)(b)(g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found that the service had improved their MAR sheet recording. For example, we checked a person's prescribed medications and found that the MAR sheets being used were accurate and up to date. We looked at several MAR sheets and found that staff practice had improved. Staff were recording when medicines were being taken and using the correct coding when they were not being taken. These improvements meant that people were kept safe by staff using complete, accurate and up to date recording methods.

## Is the service well-led?

### Our findings

During our inspection in July 2016 we found that quality control and auditing systems were not always used or effective, and did not always drive improvement. We saw that one person's medication records had not been checked over or audited. This meant that errors had not been recognised. We saw other examples of when audits had been completed, but no action had been taken to address the errors that had been picked up. This meant that people were at risk of not receiving the appropriate medicines and the service was not aware of the errors or responding to any known errors appropriately. This was a breach of regulation 17 (2) (a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection, we found that systems around auditing had improved. We were shown that all the MAR charts that the service received were audited by management. A new audit system had been devised and implemented to ensure that all future MAR sheets were audited for errors. The new format of audit included a clear explanation of what action would be taken to address any errors found. The accuracy of recording information and any trends that were developing were being identified with this system, which meant that people's records were being kept up to date and accurate.

We saw evidence that all staff members had been put on to a medication administration refresher course to further embed the importance of the support that was given around administering people's medications, and the recording systems that were used.