

# Unannounced Medicines Management Inspection Report 6 February 2017



## Edgewater Lodge

**Type of Service: Nursing Home**

**Address: Copeland and Lighthouse Suites, 4 Sunnydale Avenue,  
Donaghadee, BT21 0LE**

**Tel no: 02891888044**

**Inspector: Paul Nixon**

[www.rqia.org.uk](http://www.rqia.org.uk)

Assurance, Challenge and Improvement in Health and Social Care

## 1.0 Summary

An unannounced inspection of Edgewater Lodge, Copeland and Lighthouse Suites took place on 6 February 2017 from 09:50 to 13:05.

The inspection sought to assess progress with any issues raised during and since the previous inspection and to determine if the home was delivering safe, effective and compassionate care and if the service was well led.

### **Is care safe?**

There was evidence that the management of medicines supported the delivery of safe care and positive outcomes for patients. Staff administering medicines were trained and competent. There were systems in place to ensure the management of medicines was in compliance with legislative requirements and standards. It was evident that the working relationship with the community pharmacist, the knowledge of the staff and their proactive action in dealing with any issues enables the systems in place for the management of medicines to be robust. There were no areas of improvement identified.

### **Is care effective?**

The management of medicines supported the delivery of effective care. There were systems in place to ensure patients were receiving their medicines as prescribed. There were no areas of improvement identified.

### **Is care compassionate?**

The management of medicines supported the delivery of compassionate care. Staff interactions were observed to be compassionate, caring and timely which promoted the delivery of positive outcomes for patients. Patients consulted with confirmed that they were administered their medicines appropriately. There were no areas of improvement identified.

### **Is the service well led?**

The service was found to be well led with respect to the management of medicines. Written policies and procedures for the management of medicines were in place which supported the delivery of care. Systems were in place to enable management to identify and cascade learning from any medicine related incidents and medicine audit activity. There were no areas of improvement identified.

This inspection was underpinned by The Nursing Homes Regulations (Northern Ireland) 2005 and the Department of Health, Social Services and Public Safety (DHSSPS) Care Standards for Nursing Homes, April 2015.

Recommendations made as a result of this inspection relate to the DHSSPS Care Standards for Nursing Homes, April 2015. Recommendations made prior to April 2015 relate to DHSSPS Nursing Homes Minimum Standards, February 2008.

## 1.1 Inspection outcome

	Requirements	Recommendations
<b>Total number of requirements and recommendations made at this inspection</b>	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Registered Nurse Andre Santos and one other registered nurse, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

## 1.2 Actions/enforcement taken following the most recent care inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the most recent inspection on 19 May 2016.

## 2.0 Service details

<b>Registered organisation/registered person:</b> Four Seasons Healthcare Dr Maureen Claire Royston	<b>Registered manager:</b> Ms Vera Ribeiro
<b>Person in charge of the home at the time of inspection:</b> Mr Andre Santos (Registered Nurse)	<b>Date manager registered:</b> 09 June 2016
<b>Categories of care:</b> NH-DE, NH-I, NH-PH, NH-PH(E), NH-TI  A maximum of 17 persons in category NH-DE located in the Lighthouse Suite.	<b>Number of registered places:</b> 37

## 3.0 Methods/processes

Prior to inspection the following records were analysed:

- recent inspection reports and returned QIPs
- recent correspondence with the home
- the management of medicine related incidents reported to RQIA since the last medicines management inspection.

We met with three patients, two registered nurses and two care staff.

Twenty-five questionnaires were issued to patients, patients' representatives and staff with a request that they were returned within one week from the date of this inspection.

A poster indicating that the inspection was taking place was displayed in the lobby of the home and invited visitors/relatives to speak with the inspector. No one availed of this opportunity during the inspection.

The following records were examined during the inspection:

- medicines requested and received
- personal medication records
- medicine administration records
- medicines disposed of or transferred
- controlled drug record book
- medicine audits
- care plans
- training records
- medicines storage temperatures

#### 4.0 The inspection

##### 4.1 Review of requirements and recommendations from the most recent inspection dated 19 May 2016

The most recent inspection of the home was an unannounced care inspection. The completed QIP was returned and approved by the care inspector. This QIP will be validated by the care inspector at their next inspection.

##### 4.2 Review of requirements and recommendations from the last medicines management inspection dated 8 May 2016

Last medicines management inspection statutory requirements		Validation of compliance
<b>Requirement 1</b> <b>Ref:</b> Regulation 13(4) <b>Stated:</b> First time	The registered provider must ensure that the times of administration of bisphosphonates are accurately recorded on the medicine administration record sheets	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The times of administration of bisphosphonates were accurately recorded on the medicine administration record sheets.	

Last medicines management inspection recommendations		Validation of compliance
<b>Recommendation 1</b> <b>Ref:</b> Standard 38 <b>Stated:</b> First time	The registered provider should ensure that, in Lighthouse Suite, the route of application of each eye-treatment medicine is recorded on the personal medication record sheets.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> In Lighthouse Suite, the route of application of each eye-treatment medicine was recorded on the personal medication record sheets.	
<b>Recommendation 2</b> <b>Ref:</b> Standard 38 <b>Stated:</b> First time	The registered provider should ensure that, in Lighthouse Suite, there are arrangements in place to ensure the date of the next dose of an injectable medicine is clearly referenced.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> In Lighthouse Suite, there were arrangements in place to ensure the date of the next dose of an injectable medicine was clearly referenced. This information was recorded on the medicine administration record sheets and in the diary.	
<b>Recommendation 3</b> <b>Ref:</b> Standard 38 <b>Stated:</b> First time	The registered provider should ensure that the recording system in place for all patients who are prescribed 'when required' anxiolytic and antipsychotic medicines includes detailed care plans and the documentation of the reason for and outcome of administration in the daily progress notes.	<b>Met</b>
	<b>Action taken as confirmed during the inspection:</b> The recording system for patients who were prescribed 'when required' anxiolytic and antipsychotic medicines included detailed care plans and documentation of the reason for and outcome of administration in the daily progress notes.	
<b>Recommendation 4</b> <b>Ref:</b> Standard 37 <b>Stated:</b> First time	The registered provider should ensure that, where a patient is prescribed 'when required' anxiolytic and antipsychotic medication for distressed reactions and a regular pattern of administration of that medication has developed, the prescriber is requested to review the dosage instructions.	<b>Met</b>

	<b>Action taken as confirmed during the inspection:</b> Where a patient was prescribed 'when required' anxiolytic and antipsychotic medication for distressed reactions and a regular pattern of administration of that medication had developed, the prescriber had been requested to review the dosage instructions.	
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#### 4.3 Is care safe?

Medicines were managed by staff who had been trained and deemed competent to do so. An induction process was in place for registered nurses and for care staff who had been delegated medicine related tasks. The impact of training was monitored through team meetings, supervision and annual appraisal. Competency assessments were completed annually. Refresher training in medicines management was provided in the last year.

Systems were in place to manage the ordering of prescribed medicines to ensure adequate supplies were available and to prevent wastage. Staff advised of the procedures to identify and report any potential shortfalls in medicines.

There were satisfactory arrangements in place to manage changes to prescribed medicines. Personal medication records and handwritten entries on medicine administration records were updated by two registered nurses. This safe practice was acknowledged.

There were procedures in place to ensure the safe management of medicines during a patient's admission to the home.

Records of the receipt, administration and disposal of controlled drugs subject to record keeping requirements were maintained in controlled drug record books. Checks were performed on controlled drugs which require safe custody, at the end of each shift. Additional checks were also performed on other controlled drugs which is good practice.

Robust arrangements were observed for the management of high risk medicines e.g. warfarin and insulin.

Discontinued or expired medicines were disposed of appropriately. Discontinued controlled drugs were denatured and rendered irretrievable prior to disposal.

Medicines were stored safely and securely and in accordance with the manufacturer's instructions. Medicine storage areas were clean, tidy and well organised. There were systems in place to alert staff of the expiry dates of medicines with a limited shelf life, once opened. Medicine refrigerators and oxygen equipment were checked at regular intervals.

#### Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	0
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#### 4.4 Is care effective?

The sample of medicines examined had been administered in accordance with the prescriber's instructions. There was evidence that time critical medicines had been administered at the correct time. There were arrangements in place to alert staff of when doses of weekly or three monthly medicines were due.

When a patient was prescribed a medicine for administration on a "when required" basis for the management of distressed reactions, the dosage instructions were recorded on the personal medication record. Staff knew how to recognise signs, symptoms and triggers which may cause a change in a patient's behaviour and were aware that this change may be associated with pain. The reason for and the outcome of administration were recorded. A care plan was maintained. These medicines had only been occasionally used.

The sample of records examined indicated that medicines which were prescribed to manage pain had been administered as prescribed. Staff were aware that ongoing monitoring was necessary to ensure that the pain was well controlled and the patient was comfortable. Pain assessment tools and care plans were maintained. Staff also advised that a pain assessment was completed as part of the admission process.

The management of swallowing difficulty was examined. For those patients prescribed a thickening agent, this was recorded on their personal medication record and included details of the fluid consistency. Administrations were recorded and care plans and speech and language assessment reports were in place.

Staff confirmed that compliance with prescribed medicine regimes was monitored and any omissions or refusals likely to have an adverse effect on the patient's health were reported to the prescriber.

Medicine records were well maintained and facilitated the audit process. Areas of good practice were acknowledged. They included additional records for insulin, transdermal patches and warfarin.

Practices for the management of medicines were audited throughout the month by the staff and management. This included running stock balances for solid dosage medicines not dispensed in the monitored dosage system blister packs. In addition, a quarterly audit was completed by the community pharmacist.

Following discussion with the staff, it was evident that, when applicable, other healthcare professionals are contacted in response to patients' needs.

#### Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	0
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#### 4.5 Is care compassionate?

The administration of medicines to patients was completed in a caring manner, patients were given time to take their medicines and medicines were administered as discreetly as possible. Patients advised that they were very satisfied with the care experienced.

As part of the inspection process, we issued questionnaires to patients, patients' representatives and staff. No questionnaires were received from patients or their representatives within the specified timeframe. Four members of staff completed a questionnaire. The responses were positive and raised no concerns about the management of medicines in the home.

Patients who could not verbalise their feelings in respect of their care were observed to be relaxed and comfortable in their surroundings and in their interactions with staff.

#### Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	0
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#### 4.6 Is the service well led?

Written policies and procedures for the management of medicines were in place. Following discussion with staff it was evident that they were familiar with the policies and procedures and that any updates were highlighted to them.

There were robust arrangements in place for the management of medicine related incidents. Staff confirmed that they knew how to identify and report incidents. Medicine related incidents reported since the last medicines management inspection were discussed. There was evidence of the action taken and learning implemented following incidents.

A review of the audit records indicated that largely satisfactory outcomes had been achieved. Where a discrepancy had been identified, there was evidence of the action taken and learning which had resulted in a change of practice.

Following discussion with the registered nurses and care staff, it was evident that staff were familiar with their roles and responsibilities in relation to medicines management.

Staff confirmed that any concerns in relation to medicines management were raised with management.



## Areas for improvement

No areas for improvement were identified during the inspection.

<b>Number of requirements</b>	0	<b>Number of recommendations</b>	0
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### 5.0 Quality improvement plan

There were no issues identified during this inspection, and a QIP is neither required, nor included, as part of this inspection report.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the registered provider from their responsibility for maintaining compliance with the regulations and standards.



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