

# Unannounced Medicines Management Inspection Report 19 January 2017



## Brookmount

**Type of Service: Nursing Home**  
**Address: 4 Lower Newmills Road, Coleraine, BT52 2JR**  
**Tel no: 028 7032 9113**  
**Inspector: Cathy Wilkinson**

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

## 1.0 Summary

An unannounced inspection of Brookmount took place on 19 January 2017 from 10.45 to 12.35.

The findings of the last medicines management inspection on 12 September 2016 indicated that improvements were necessary in several areas of the management of medicines. A serious concerns meeting took place on 19 September 2016 with the registered manager and representatives of the registered person. At that meeting the concerns raised by the inspection findings were discussed. A full account of the actions taken to ensure that robust systems for the management of medicines were in place was provided.

Following the meeting RQIA decided to give the management of the home a period of time to address the concerns and drive the necessary improvement.

This inspection sought to assess progress with the concerns raised during the last medicines management inspection and to determine if the home was now 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. Medicines were being stored safely and securely. There were systems in place to ensure the management of medicines was in compliance with legislative requirements and standards. No requirements or recommendations were made.

### **Is care effective?**

The management of medicines supported the delivery of effective care. The areas identified for improvement at the last inspection had been addressed in a satisfactory manner. Improvement in the maintenance of the personal medication records and medicine administration records was noted. The audits completed during the inspection produced satisfactory outcomes indicating the medicines had been administered as prescribed. No requirements or recommendations were made.

### **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. No requirements or recommendations were made.

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

The service was found to be well led with respect to the management of medicines. Systems were in place to enable management to identify and cascade learning from medicine related incidents and medicine audit activity. Robust auditing systems were in place. Running balances are maintained for medicines not contained within the blister pack system; these were found to be accurate. The QIP from the previous medicines management inspection had been routinely reviewed by the person that completed the Regulation 29 visits to the home. The competency of all of the registered nurses had been reviewed by the registered manager. No requirements or recommendations were made.

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.

### 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 Mrs Ann Bannister, Registered Manager, 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 medicines management inspection

Other than those actions detailed in the QIP and agreed in the serious concerns meeting, there were no further actions required to be taken following the most recent inspection on 12 September 2016.

### 2.0 Service details

<b>Registered organisation/registered person:</b> Apex Housing Association Mr Gerald Kelly	<b>Registered manager:</b> Mrs Ann Bannister
<b>Person in charge of the home at the time of inspection:</b> Mrs Ann Bannister	<b>Date manager registered:</b> 19 May 2014
<b>Categories of care:</b> NH-LD(E), NH-I	<b>Number of registered places:</b> 48

### 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 two members of staff and the registered manager.

A sample of the following records was examined:

- medicines requested and received
- personal medication records
- medicine administration records
- Regulation 29 reports
- medicine audits
- training records
- competency assessments
- minutes of staff meetings

#### 4.0 The inspection

#### 4.1 Review of requirements and recommendations from the most recent inspection dated 12 September 2016

The most recent inspection of the home was an unannounced medicines management inspection. The completed QIP was returned and approved by the pharmacist inspector.

#### 4.2 Review of requirements and recommendations from the last medicines management inspection 12 September 2016

Last medicines management inspection statutory requirements		Validation of compliance
<p><b>Requirement 1</b></p> <p><b>Ref:</b> Regulation 13(4)</p> <p><b>Stated:</b> Third and final time</p>	<p>The necessary improvements must be made in the standard of maintenance of the medication administration records to ensure that:</p> <ul style="list-style-type: none"> <li>• signatures for the administration are not omitted</li> <li>• hand-written updates are verified by two nurses.</li> </ul> <p><b>Action taken as confirmed during the inspection:</b> Improvement was noted in the completion of the administration records. Signatures for administration were not omitted and hand-written entries had been verified by two nurses.</p>	<b>Met</b>
<p><b>Requirement 2</b></p> <p><b>Ref:</b> Regulation 13(4)</p> <p><b>Stated:</b> First time</p>	<p>The registered provider must ensure that personal medication records are up to date and accurate at all times.</p> <p><b>Action taken as confirmed during the inspection:</b> The sample of personal medication records that was examined was up to date and accurate. Medicines had been added and discontinued in a timely manner.</p>	

<p><b>Requirement 3</b></p> <p>Ref: Regulation 13(4)</p> <p>Stated: First time</p>	<p>The registered person must ensure that all medicines are administered in strict accordance with the prescriber's instructions.</p>	<p><b>Met</b></p>
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>The sample of medicines that were audited during the inspection indicated that medicines were administered in accordance with prescribed instructions.</p>	
<p><b>Requirement 4</b></p> <p>Ref: Regulation 13(4)</p> <p>Stated: First time</p>	<p>The registered person must ensure that an effective medicines auditing system is in place that identifies any discrepancies in the administration of medicines and records the action taken by management to address these.</p>	<p><b>Met</b></p>
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>The auditing system has been reviewed and revised. A new auditing tool has been implemented and all patients' medicines are audited at least once per month. Any issues are highlighted to the registered manager and a plan is implemented to rectify any concerns.</p>	
<p><b>Last medicines management inspection recommendations</b></p>		<p><b>Validation of compliance</b></p>
<p><b>Recommendation 1</b></p> <p>Ref: Standard 28</p> <p>Stated: First time</p>	<p>The registered person should ensure that the QIP is regularly reviewed as part of the quality improvement process.</p>	<p><b>Met</b></p>
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>There was evidence that the QIP was reviewed as part of the Regulation 29 visits to the home, by the person appointed by the registered provider to complete these visits.</p>	
<p><b>Recommendation 2</b></p> <p>Ref: Standard 28</p> <p>Stated: First time</p>	<p>The registered person should review the competency of the registered nurses in the management of medicines.</p>	<p><b>Met</b></p>
	<p><b>Action taken as confirmed during the inspection:</b></p> <p>The competency of the registered nurses had been reviewed. A sample of the competency assessments was provided for inspection.</p>	

## 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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