

Announced Medicines Management Inspection Report 16 March 2017



Hilltop Respite Unit

Type of Service: Nursing Home

**Address: Flat 1, South Tyrone Hospital, Carland Road, Dungannon,
BT70 1HX**

Tel no: 028 8771 3565

Inspector: Frances Gault

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An announced inspection of Hilltop Respite Unit took place on 16 March 2017 from 14.00 to 14.40.

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. There were no areas for 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 for improvement identified.

Is care compassionate?

The management of medicines supported the delivery of compassionate care. No patients were in the home at the time of this inspection. There were no areas for improvement identified.

Is the service well led?

The service was found to be well led with respect to the management of medicines. Staff advised that there were 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 for 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.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Ms Maureen Edna Currie, 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 there were no further actions required to be taken following the most recent inspection on 24 February 2016.

2.0 Service details

Registered organisation/registered person: Southern HSC Trust/Mr Francis Rice	Registered manager: Ms Maureen Edna Currie
Person in charge of the home at the time of inspection: Ms Maureen Edna Currie	Date manager registered: 19 July 2012
Categories of care: NH-LD	Number of registered places: 1

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 - no incidents involving medicines had been reported to RQIA since the last medicines management inspection.

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.

We met with the registered manager.

The following records were examined during the inspection

- medicines requested and received
- personal medication records
- medicine administration records
- medicine audits
- care plans
- training records

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 24 February 2016

The most recent inspection of the home was a medicines management inspection. The completed QIP was returned and approved by the pharmacist inspector. This QIP was validated during this inspection.

4.2 Review of requirements and recommendations from the last medicines management inspection 24 February 2016

Last medicines management inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 37 Stated: Second time	The registered manager should ensure that advice is sought or a reference source is checked for guidance on the appropriate administration of medicines through enteral feeding tubes.	Met
	Action taken as confirmed during the inspection: The registered manager advised that this had been addressed following the last inspection. The patient using the service receives medicines orally. This recommendation is assessed as met.	

4.3 Is care safe?

Medicines were managed by staff who have been trained and deemed competent to do so. The impact of training was monitored through team meetings, supervision and annual appraisal. Competency assessments were completed annually. Refresher training in medicines management is provided every three years. Training in the transcribing of medicine information is completed annually.

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

There were satisfactory arrangements in place to manage changes to prescribed medicines between each period of respite. If families do not provide written confirmation of this, the information is accessed from the electronic care records (ECR). Personal medication records and handwritten entries on medication administration records were updated by two registered nurses. This safe practice was acknowledged.

Medicines were returned to relatives at the end of each period of respite.

Medicines were stored safely and securely and in accordance with the manufacturer's instructions. Medicine storage areas were clean, tidy and well organised.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
-------------------------------	---	----------------------------------	---

4.4 Is care effective?

The sample of medicine records examined evidenced that medicines had been administered in accordance with the prescriber's instructions.

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. Staff advised that patients could verbalise any pain, and a pain tool was used as needed. A care plan was maintained.

Medicine records were well maintained and facilitated the audit process.

Practices for the management of medicines were audited at the end of each respite period. Management also audit the medicines each month.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
-------------------------------	---	----------------------------------	---

4.5 Is care compassionate?

Currently, only one patient avails of the respite service. From discussion with the registered manager it was evident that care is delivered in line with the patient's wishes and needs. The patient is able to advise staff if they are experiencing pain.

Questionnaires were left in the home to facilitate feedback from patients, staff and relatives. Four were returned within the time frame from staff who advised that they were very satisfied with all aspects of the care in relation to the management of medicines. One was returned from a patient who advised that they were very satisfied with all aspects of the care in relation to the management of medicines.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
-------------------------------	---	----------------------------------	---

4.6 Is the service well led?

Written policies and procedures for the management of medicines were in place. These were not examined during the inspection.

The registered manager advised that there were robust arrangements in place for the management of medicine related incidents. No medicine related incidents had occurred since the last medicines management inspection.

A review of the audit records indicated that satisfactory outcomes had been achieved.

The recommendation made at the last medicines management inspection had been addressed.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
-------------------------------	---	----------------------------------	---

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.



The Regulation and Quality Improvement Authority

9th Floor

Riverside Tower

5 Lanyon Place

BELFAST

BT1 3BT

Tel 028 9051 7500

Fax 028 9051 7501

Email info@rqia.org.uk

Web www.rqia.org.uk

 @RQIANews