



The Regulation and
Quality Improvement
Authority

Fairways – Woodford Respite Project
RQIA ID: 11988
42 Woodford Park
Coleraine
BT51 3LJ

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**Unannounced Medicines Management Inspection
of
Fairways – Woodford Respite Project**

2 June 2015

The Regulation and Quality Improvement Authority
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
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1. Summary of Inspection

An unannounced medicines management inspection took place on 2 June 2015 from 13:35 to 14:40.

Overall on the day of the inspection the management of medicines was found to be safe, effective and compassionate. The outcome of the inspection found no areas of concern. A Quality Improvement Plan (QIP) is not included in this report.

This inspection was underpinned by The Department of Health Social Services and Public Safety (DHSSPS) Residential Care Homes Minimum Standards (2011).

1.1 Actions/Enforcement Taken Following the Last Inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the last medicines management inspection on 4 March 2014.

1.2 Actions/Enforcement Resulting from this Inspection

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

1.3 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 can be found in the main body of the report.

2. Service Details

Registered Organisation/Registered Person: Fairways Woodford Ltd Mr Robert Anthony (Tony) Dunlop	Registered Manager: Miss Victoria Derbyshire
Person in Charge of the Home at the Time of Inspection: Ms Lorraine Russell (Team Leader)	Date Manager Registered: 19 October 2012
Categories of Care: RC-LD	Number of Registered Places: 3
Number of Residents Accommodated on Day of Inspection: 2	Weekly Tariff at Time of Inspection: £1850

3. Inspection Focus

The inspection sought to assess progress with the issues raised during and since the last medicines management inspection and to determine if the following standards and themes have been met:

Standard 30: Management of medicines

Standard 31: Medicine records

Standard 33: Administration of medicines

Theme 1: Medicines prescribed on a 'when required' basis for the management of distressed reactions are administered and managed appropriately.

Theme 2: Medicines prescribed for the management of pain are administered and managed appropriately.

4. Methods/Process

Specific methods/processes used in this inspection include the following:

Prior to the inspection, the inspector reviewed the management of any medicine related incidents reported to RQIA since the last medicines management inspection.

During the inspection the inspector met with the team leader and the staff on duty.

The following records were examined during the inspection:

Medicines requested and received

Personal medication records

Medicine administration records

Medicines disposed of or transferred

Policies and procedures

Care plans

Training records

Controlled drug record book

5. The Inspection

5.1 Review of Requirements and Recommendations from the Previous Inspection

The previous inspection of the home was an unannounced care inspection dated 6 January 2015. The completed QIP was returned and was approved by the care inspector.

5.2 Review of Requirements and Recommendations from the Last Medicines Management Inspection on 4 March 2014

Last Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 30 Stated once	The registered manager should ensure that Standard Operating Procedures (SOPs) for the management of controlled drugs are developed and implemented.	Met
	Action taken as confirmed during the inspection: Policies and procedures include SOPs for the management of controlled drugs. These were most recently reviewed in April 2014. Robust arrangements for the management of controlled drugs were in place.	
Recommendation 2 Ref: Standard 31 Stated once	The registered manager should ensure that the allergy status of the resident is recorded on the personal medication record.	Partially met
	Action taken as confirmed during the inspection: The allergy status was recorded on the majority of personal medication records examined. The team leader agreed to ensure that this information was recorded on each record following the inspection.	

Recommendation 3 Ref: Standard 31 Stated once	The registered manager should ensure that controlled drugs are reconciled by the two members of staff involved, on each occasion when responsibility for safe custody is transferred.	Met
	Action taken as confirmed during the inspection: No controlled drugs were in use at the time of the inspection. Records were examined which evidenced that relevant controlled drugs are reconciled on each occasion when responsibility for safe custody is transferred.	

5.3 The Management of Medicines

Is Care Safe? (Quality of Life)

Medicines are being administered in accordance with the prescribers' instructions. The audit trails performed on a variety of randomly selected medicines produced satisfactory outcomes.

There was evidence that robust arrangements are in place to ensure the safe management of medicines during a resident's admission to the home. Medication details are confirmed with the prescriber and personal medication record sheets are signed by the prescriber.

Medicines are prepared immediately prior to their administration from the container in which they are dispensed. All of the medicines examined were available for administration and had been labelled appropriately.

Medicine records were legible and accurately maintained so as to ensure a clear audit trail. Records of the receipt, administration and transfer of medicines were maintained in a satisfactory manner.

Controlled drug record books and records of the stock reconciliation of controlled drugs which are subject to safe custody requirements were well maintained. Stock balances of these medicines are reconciled on each occasion when the responsibility for safe custody is transferred.

Any medicines which are discontinued or are unsuitable for use are returned to the resident's family/carer.

There are procedures in place to report and learn from any medicine related incidents that may occur in the home.

Is Care Effective? (Quality of Management)

Written policies and procedures for the management of medicines are in place. These were updated in April 2014. These include Standard Operating Procedures for the management of controlled drugs.

Medicines are managed by staff that have been trained and deemed competent to do so. An induction process is in place. Medicines management training is provided by the Northern Health and Social Care Trust and a local community pharmacy and is provided annually.

Additional training had been provided since the last medicines management inspection for relevant staff on:

- epilepsy and the administration of emergency medication
- diabetes and the administration of insulin
- the management of and administration of medicines via PEG feeding tubes
- the administration of external preparations
- first aid
- infection control.

The impact of training is monitored through supervision and appraisal. Staff appraisal is undertaken annually and supervision on a three monthly basis.

There are arrangements in place to note any compliance issues with medicine regimes and these are reported to the resident's family/carer and/or prescriber.

Practices for the management of medicines are audited regularly. Medicine balances are audited at the end of each period of respite for each resident. Records maintained provide a clear audit trail.

Is Care Compassionate? (Quality of Care)

The records for several residents prescribed medication for administration 'when required' for the management of distressed reactions were examined. The medicine administration records indicated that the medicines were being administered in accordance with the prescribers' instructions. The parameters for administration were recorded on the personal medication records.

Care plans are prepared prior to admission for respite care; staff administer these medicines according to the prescriber's instructions and make a record in the resident's notes.

The records for residents prescribed medication for the management of pain were examined. The parameters for administration were recorded on the personal medication records. From discussion with the team leader, it was evident that staff are aware of the signs, symptoms and triggers of pain in residents. Staff are aware that ongoing monitoring is necessary to ensure that any pain is well controlled and that residents are comfortable.

Areas for Improvement

The team leader agreed to ensure that the allergy status of each resident was recorded on their personal medication record following the inspection.

Staff were advised that the reason for the administration and the outcome should be recorded on every occasion, for medicines prescribed on a 'when required' basis for the management of distressed reactions.

Number of Requirements:	0	Number of Recommendations:	0
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5.4 Additional Areas Examined

Medicines were safely and securely stored in accordance with the manufacturers' instructions.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager		Date Completed	
Registered Person		Date Approved	
RQIA Inspector Assessing Response		Date Approved	

Please provide any additional comments or observations you may wish to make below:

Please complete in full and returned to pharmacists@rqia.org.uk from the authorised email address

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and weaknesses that exist in the home. The findings set out are only those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not absolve the registered person/manager from their responsibility for maintaining compliance with minimum standards and regulations.



A completed Quality Improvement Plan from the inspection of this service has not yet been returned.

If you have any further enquiries regarding this report please contact RQIA through the e-mail address info@rqia.org.uk