

Unannounced Medicines Management Inspection Report 28 February 2017



Drumclay

Type of Service: Nursing Home
Address: 15 Drumclay Road, Enniskillen, BT74 6NG
Tel No: 028 6632 7255
Inspector: Cathy Wilkinson

1.0 Summary

An unannounced inspection of Drumclay took place on 28 February 2017 from 11.10 to 13.00.

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 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. 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 for 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 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.

For the purposes of this report, the term 'patients' will be used to describe those living in Drumclay which provides both nursing and residential care.

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 Mrs Tracey Palmer, 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 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 29 November 2016.

2.0 Service details

Registered organisation/registered person: Four Seasons Healthcare Dr Maureen Claire Royston	Registered manager: See below
Person in charge of the home at the time of inspection: Mrs Tracey Palmer	Date manager registered: Mrs Tracey Palmer (Acting)
Categories of care: NH-I, RC-I	Number of registered places: 36

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 patients, one patient's relative, the manager and two registered nurses.

A sample of the following records was examined:

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

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 29 November 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 20 January 2014

Last medicines management inspection statutory requirements		Validation of compliance
Requirement 1 Ref: Regulation 13 (4) Stated: Third time	The controlled drugs cabinet must be securely fixed to a wall or floor of solid construction.	Met
	Action taken as confirmed during the inspection: The controlled drugs cabinet had been securely fixed.	
Requirement 2 Ref: Regulation 13 (4) Stated: First time	The registered manager must ensure there is a written policy and procedures for the management of thickening agents.	Met
	Action taken as confirmed during the inspection: There was a policy and procedure for the management of thickening agents.	
Requirement 3 Ref: Regulation 13 (4) Stated: First time	The registered manager must ensure that records of the administration of thickening agents by care staff are maintained.	Met
	Action taken as confirmed during the inspection: Records of the administration of thickening agents were recorded in the patients' food and fluid intake records.	

Last medicines management inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 37 Stated: First time	The registered manager should implement additional monitoring and auditing arrangements for supplies of nutritional supplements.	Met
	Action taken as confirmed during the inspection: Nutritional supplements were audited weekly.	
Recommendation 2 Ref: Standard 37 Stated: First time	The registered manager should ensure that an epilepsy management plan is in place for each patient, where applicable.	Met
	Action taken as confirmed during the inspection: A comprehensive care plan was in place for the management of epilepsy which directed how the patient should be treated in the event of a seizure.	
Recommendation 3 Ref: Standard 37 Stated: First time	The registered manager should ensure that a copy of the collection docket for medicines disposal bins is attached to the medicines disposal record	Met
	Action taken as confirmed during the inspection: Collection dockets for the disposal bins were filed and could be retrieved if necessary.	
Recommendation 4 Ref: Standard 37 Stated: First time	The registered manager should review and revise the auditing procedure for medicines to ensure it is robust.	Met
	Action taken as confirmed during the inspection: Robust arrangements were in place for auditing medicines. Daily, weekly and monthly auditing is completed by staff.	
Recommendation 5 Ref: Standard 38 Stated: First time	The registered manager should ensure that handwritten entries on medication administration records are verified and signed by two designated members of staff.	Met
	Action taken as confirmed during the inspection: Handwritten entries had been verified and signed by two nurses.	

Recommendation 6 Ref: Standard 38 Stated: First time	The registered manager should ensure that records of the disposal of controlled drugs indicate that they have been denatured prior to disposal. bins is attached to the medicines disposal record	Met
	Action taken as confirmed during the inspection: A separate record for the disposal of controlled drugs was maintained and destruction kits were available for use.	
Recommendation 7 Ref: Standard 37 Stated: First time	The registered manager should ensure there is an appropriate care plan and speech and language therapist report in place for each patient prescribed a thickening agent.	Met
	Action taken as confirmed during the inspection: Speech and language therapist reports were in place for those patients who were prescribed thickened fluids.	

4.3 Is care safe?

Medicines were managed by staff who have 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 medication administration records were updated by two registered nurses. This safe practice was acknowledged.

Records of the receipt, administration and disposal of controlled drugs subject to record keeping requirements were maintained in a controlled drug record book. 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. The use of separate administration charts was acknowledged.

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.

Number of requirements	0	Number of recommendations	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, monthly 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.

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 most of the patients could verbalise any pain, and a pain assessment tool was used as needed. A care plan was maintained. Staff also advised that a pain assessment is 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. Each administration was 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 extra records to record the site of administration of transdermal patches.

Practices for the management of medicines were audited throughout the month by the staff and management. This included weekly audits of creams and thickening agents and daily stock balances for medicines not contained in the blister pack system. In addition, a quarterly audit was completed by the community pharmacist.

Following discussion with the manager and staff, it was evident that other healthcare professionals are contacted when required to meet the needs of patients.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.5 Is care compassionate?

Patients were observed to be relaxed and comfortable in their surroundings and in their interactions with staff. Patients were treated courteously, with dignity and respect. Good relationships were evident.

At the start of the inspection, patients had gathered in the foyer with some relatives and staff to enjoy freshly made pancakes for Pancake Tuesday.

It was not possible to observe the medicine round during this inspection; however staff were knowledgeable about patients' preferences and confirmed that medicines were administered discreetly.

None of the questionnaires issued to staff, relatives and patients were returned within the timeframe for inclusion in this report.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements	0	Number of recommendations	0
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4.6 Is the service well led?

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

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 manager and registered nurses, 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.

Number of requirements	0	Number of recommendations	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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