

Unannounced Medicines Management Inspection Report 25 July 2016



Golan View

Type of Service: Residential Care Home
Address: 72 Farmhill Road, Arvalee, Omagh, BT79 0NW
Tel No: 028 8224 6684
Inspector: Helen Mulligan

1.0 Summary

An unannounced inspection of Golan View took place on 25 July 2016 from 12:15 to 13:30.

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?

The management of medicines supported the safe delivery of care. Staff administering medicines were trained to do so. There were systems in place to ensure the management of medicines was in compliance with legislative requirements and standards. No areas for improvement were identified.

Is care effective?

The management of medicines supported the delivery of effective care. Systems were in place to ensure residents received their medicines as prescribed. No areas for improvement were identified.

Is care compassionate?

The management of medicines supported the delivery of compassionate care. Residents advised they had received their medicines appropriately. Systems were in place to facilitate those residents choosing to administer some or all of their medicines. No areas for improvement were 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. No areas for improvement were identified.

This inspection was underpinned by The Residential Care Homes Regulations (Northern Ireland) 2005 and the Department of Health, Social Services and Public Safety (DHSSPS) Residential Care Homes Minimum Standards (2011).

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 Ann McGrath, 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 care inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the inspection on 14 July 2016.

2.0 Service details

Registered organisation/ registered provider: Mrs Ann McGrath	Registered manager: Mrs Ann McGrath
Person in charge of the home at the time of inspection: Mrs Ann McGrath	Date manager registered: 1 April 2005
Categories of care: RC-I, RC-MP, RC-MP(E), RC-PH	Number of registered places: 3

3.0 Methods/processes

Prior to inspection the following records were analysed:

- recent inspection reports and returned QIPs
- recent correspondence with the home

Prior to the inspection, it was ascertained that no incidents involving medicines had been reported to RQIA since the last medicines management inspection.

We met with two residents and the registered manager.

A sample of the following records was examined during the inspection:

- medicines requested and received
- personal medication records
- medicine administration records
- medicines disposed of or transferred
- medicine audits
- policies and procedures
- training records

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 14 July 2016

The most recent inspection of the home was an unannounced care inspection. The report of this inspection will be issued to the home on or before 11 August 2016.

4.2 Review of requirements and recommendations from the last medicines management inspection dated 3 June 2013

Last medicines management inspection statutory requirements		Validation of compliance
Requirement 1 Ref: Regulation 13(4) Stated: First time	The registered manager must ensure that policies and procedures for the management of self-administered medicines are reviewed and revised.	Met
	Action taken as confirmed during the inspection: Written policies and procedures for the management of self-administered medicines were in place. Authorisation for residents to self-administer medicines had been obtained from the prescriber.	
Last medicines management inspection recommendations		Validation of compliance
Recommendation 1 Ref: Standard 30 Stated: First time	The registered manager should obtain an up-to-date medicines reference source.	Met
	Action taken as confirmed during the inspection: A current medicines reference source was available in the home.	
Last medicines management inspection recommendations		Validation of compliance
Recommendation 2 Ref: Standard 31 Stated: First time	The registered manager should ensure that a copy of current prescriptions is kept in the home.	Met
	Action taken as confirmed during the inspection: A copy of prescriptions was in the home. Personal medication records had been signed by the prescriber.	

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 care staff who had been delegated medicine related tasks.

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 were signed by the prescriber.

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

Discontinued or expired medicines were disposed of appropriately.

Medicines were stored safely and securely and in accordance with the manufacturer's instructions. Medicine storage areas were 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 medicines examined had been administered in accordance with the prescriber's instructions.

The registered manager advised that a pain assessment would be completed as part of the admission process for new residents. No residents were prescribed any medicines for pain relief.

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

Medicine records were well maintained and facilitated the audit process. Staff were reminded that a personal medication record should be maintained for those residents who self-administer medicines. The registered manager confirmed this would be addressed immediately and no further action was required.

Practices for the management of medicines have been audited on a regular basis.

Following discussion with the registered manager, it was evident that when applicable, other healthcare professionals are contacted in response to the healthcare needs of residents in the home.

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?

Appropriate arrangements were in place to facilitate residents who wished to self-administer some or all of their medicines.

Residents advised that they had received their medicines that morning. Residents were knowledgeable about their medicines and knew when the next dose of their medicines was due to be taken. Residents advised that they would speak to the registered manager if they were in pain and needed medication.

The registered manager confirmed that medicines were administered in the residents' bedrooms.

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.

Staff confirmed that they knew how to identify and report incidents. No medicine related incidents have been reported since the last medicines management inspection.

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

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

The requirements and recommendations made at the last medicines management inspection had been addressed.

The registered manager confirmed that members of staff would advise her of any concerns they may have in relation to medicines management.

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

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