



The **Regulation** and
Quality Improvement
Authority

Greerville Manor Care Centre
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**Unannounced Medicines Management Inspection
of
Greerville Manor Care Centre**

19 August 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 medicine management inspection took place on 19 August 2015 from 10:45 to 14:10.

Overall on the day of the inspection the management of medicines was found to be safe, effective and compassionate. The outcome of the medicines management inspection found no areas of concern. Some minor areas for improvement are discussed in the body of the report. A quality improvement plan (QIP) has not been included in this report. Several areas of good practice were identified; the registered manager and registered nurses were commended for their ongoing efforts.

This inspection was underpinned by the Department of Health, Social Services and Public Safety (DHSSPS) Nursing Homes Minimum Standards 2015.

Recommendations made as a result of this inspection relate to the DHSSPS Care Standards for Nursing Homes, April 2015. Recommendations made prior to April 2015 relate to DHSSPS Nursing Homes Minimum Standards, February 2008.

1.1 Actions/Enforcement Taken Following the Last Medicines Management Inspection

Other than those actions detailed in the QIP there were no further actions required to be taken following the medicines management inspection on 3 December 2012.

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: Four Seasons Health Care Dr Maureen Claire Royston	Registered Manager: Mr Ricardo Papa
Person in Charge of the Home at the Time of Inspection: Mr Ricardo Papa	Date Manager Registered: 4 September 2012
Categories of Care: NH-A, NH-MP, NH-MP(E), NH-DE	Number of Registered Places: 60
Number of Residents Accommodated on Day of Inspection: 60	Weekly Tariff at Time of Inspection: £618 - £940

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 28: Management of Medicines

Standard 29: Medicines Records

Standard 31: Controlled Drugs

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

Theme: 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 inspectors reviewed the management of medication related incidents reported to RQIA, since the last medicines management inspection.

During the inspection the inspectors met with the registered manager and the registered nurses on duty.

The following records were examined:

Medicines requested and received

Personal medication records

Medicines administration records (MARs)

Medicines disposed of or transferred

Controlled drug record book

Medicine audits

Care plans

Training records

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 19 February 2015. The completed QIP was approved by the care inspector on 11 May 2015.

5.2 Review of Recommendations from the Last Medicines Management Inspection

No requirements were made at the last medicines management inspection.

Last Inspection Recommendation		Validation of Compliance
Recommendation 1 Ref: Standard 37 Stated: First time	The registered manager should closely monitor the administration of inhaled medicines, Ebixa solution and Epilim tablets to ensure that they are being administered in accordance with prescribed instructions.	Met
	Action taken as confirmed during the inspection: These medicines had been monitored through the routine audit process. No discrepancies were observed during audits completed at this inspection.	

5.3 The Management of Medicines

Is Care Safe? (Quality of Life)

The audits which were carried out on randomly selected medicines produced satisfactory outcomes, indicating that the medicines had been administered as prescribed.

Systems were in place to manage the ordering of prescribed medicines to ensure adequate supplies were available and to prevent wastage. All medicines were available for administration on the day of the inspection. Medicines were observed to be labelled appropriately.

Arrangements were in place to ensure the safe management of medicines during a patient's admission to the home. The admission process was reviewed for one recently admitted patient. Their medicine regime had been confirmed in writing. Two nurses had verified and signed entries on the personal medication record and medication administration record.

Medicine records had been very well maintained, however the time of administration of bisphosphonates recorded on the personal medication records and the MARs sheets was inaccurate in the Millbrook suite.

Disposal of medicines no longer required was being undertaken by trained and competent staff. Any discontinued or expired medicines were being discarded by two registered nurses into the pharmaceutical clinical waste bin. Controlled drugs were being denatured prior to disposal and this was evidenced in the controlled drug record book.

The receipt, administration and disposal of all controlled drugs subject to record keeping requirements were being maintained in a controlled drug record book.

Stock balances of controlled drugs which are subject to safe custody requirements were being reconciled on each occasion when the responsibility for safe custody was transferred.

Is Care Effective? (Quality of Management)

Written policies and procedures for the management of medicines, including Standard Operating Procedures for the management of controlled drugs, were in place. They were not reviewed during this inspection.

There was evidence that medicines were being managed by registered nurses who had been trained and deemed competent to do so. Update training on the management of medicines had been provided by the community pharmacist in January 2015 and e-learning modules had also been completed by staff. Registered nurses had also received training on the administration of rectal diazepam.

Care staff were responsible for the administration of thickening agents. The registered nurse advised that staff were trained and competent in performing this task.

There were robust internal auditing systems. Accurate daily running stock balances were being maintained for medicines which were not contained within the blister pack system. In addition weekly and monthly audits were completed on medicine records and a random selection of medicines; satisfactory outcomes were observed.

There were procedures in place to report and learn from medicine related incidents that had occurred in the home. The medicine incidents reported to RQIA since the last medicines management inspection had been managed appropriately.

Is Care Compassionate? (Quality of Care)

The records of several patients who were prescribed anxiolytic medicines for administration on a "when required" basis in the management of distressed reactions was examined. The medicine records were legibly and accurately maintained to ensure a clear audit trail. The parameters for administration were recorded on the personal medication record. A record of administration had been maintained on the MARs. A care plan was in place for the management of distressed reactions and there was evidence that it was regularly reviewed. The reason for and outcome of administering the medicine was recorded in the daily progress notes in two of the three units indicating that the nurses were ensuring that the medicine was effective. In the Dixon suite the reason and outcome of administration was not always recorded. The regular administration of "when required" diazepam was evidenced for one patient; this should be referred to the prescriber for review.

Pain management medicines are prescribed as necessary and when administered their effect was monitored to ensure that they provide relief and that the patient was comfortable. The records of several patients who were prescribed medicines for the management of pain were reviewed. The names of the medicines and the parameters for administration had been recorded on the personal medication record. The administration had been recorded on the MARs. A care plan was in place which detailed the management of the patient's pain. The registered nurse advised that the care plan is evaluated monthly.

Body maps indicating the site of application of transdermal patches were held on file for the relevant patients.

Areas for Improvement

The reason for and outcome of administering anxiolytic medicines on a “when required” basis in the management of distressed reactions should be documented in the Dixon suite.

The time of administration recorded on the personal medication records and the MARs sheets for bisphosphonates should accurately reflect practice.

Both of these issues were discussed with the registered manager for corrective action following the inspection.

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.

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.

No requirements or recommendations resulted from this inspection.

I agree with the content of the report.

Registered Manager	Ricardo Papa	Date Completed	27/08/2015
Registered Person	Dr Claire Royston	Date Approved	27/08/2015
RQIA Inspector Assessing Response	Cathy Wilkinson	Date Approved	28/08/2015

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

***Please complete in full and returned to pharmacists@rqia.org.uk**