

**Unannounced Medicines Management Inspection
of
Kilbroney House**

9 November 2015

1. Summary of Inspection

An unannounced medicines management inspection took place on 9 November 2015 from 10.00 to 12.50.

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) was not included in this report.

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

1.1 Actions/Enforcement Taken Following the Last Medicines Management Inspection

An urgent action relating to one action was issued at the end of the last inspection. It detailed an issue which required immediate attention to ensure that the prescribing status of three medicines was clarified with the prescribers. This was addressed following the inspection.

Following the last inspection, on 21 July 2015, areas of concern were identified. It was found that improvements in the management of medicines were necessary in order for care to be safe, effective and compassionate. Following discussion with senior management in RQIA, a decision was made to invite the registered person to attend a serious concerns meeting to discuss the areas which had been identified for improvement. This meeting was held on 30 July 2015. At the meeting, the registered person provided a full account of the actions that had already been taken and arrangements which would be implemented to ensure that issues would be addressed to ensure compliance with legislative requirements and the minimum standards. RQIA considered the matter and confirmed that the registered person would be given a period of time to address the matters and that a monitoring inspection would be arranged.

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: Jacqueline Ann Campbell	Registered Manager: Jacqueline Ann Campbell
Person in Charge of the Home at the Time of Inspection: Jacqueline Campbell (Registered Manager)	Date Manager Registered: 1 April 2005
Categories of Care: NH-PH, NH-PH(E), NH-MP, NH-MP(E), NH-DE, NH-I	Number of Registered Places: 19
Number of Patients Accommodated on Day of Inspection: 19	Weekly Tariff at Time of Inspection: £593

3. Inspection Focus

The medicines management inspection on 21 July 2015 had shown that robust arrangements were not in place for the management of medicines and improvements were necessary in order for care to be safe, effective and compassionate. This inspection sought to assess what progress had been made in addressing the requirements and recommendations made during the last medicines management inspection and to determine the level of compliance with legislative requirements and the DHSSPS Care Standards for Nursing Homes and to determine if the safety of patients with respect to the administration of medicines could be assured.

4. Methods/Process

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

Prior to the inspection, we reviewed the management of incidents reported to RQIA since the previous medicines management inspection.

During the inspection we met with the registered manager and registered nurse on duty.

The following records were examined during the inspection:

Medicines requested and received	Controlled drug record book
Personal medication records	Medicine audits
Medicine administration records	Care plans
Medicines disposed of or transferred	Competency records

5. The Inspection

5.1 Review of Requirements and Recommendations from the Previous Inspection

The previous inspection of the home was an unannounced medicines management inspection dated 21 July 2015. The completed QIP was approved by the pharmacist inspector.

5.2 Review of Requirements and Recommendations from the Last Medicines Management Inspection

Last Inspection Statutory Requirements		Validation of Compliance
Requirement 1 Ref: Regulation 13(4) Stated twice	The registered person must ensure that the completion of the personal medication records is monitored as part of the medicine auditing procedures to ensure that all information is documented.	Met
	Action taken as confirmed during the inspection: From discussion with both the registered manager and registered nurse and from examination of the audit records, it was concluded that the completion of the personal medication records was monitored as part of the medicine auditing procedures to ensure that all information is documented. The personal medication records examined were observed to have been accurately maintained.	
Requirement 2 Ref: Regulation 13(4) Stated once	The registered person must ensure that the prescribing status of three medicines is clarified with the prescribers and RQIA is informed of the outcome by 24 July 2015.	Met
	Action taken as confirmed during the inspection: The registered person clarified the prescribing status of the three medicines and informed RQIA of the outcome on 21 July 2015.	
Requirement 3 Ref: Regulation 13(4) Stated once	The registered person must investigate the citalopram and folic acid incidents to identify the root causes and learning. A copy of the outcome must be forwarded to RQIA.	Met
	Action taken as confirmed during the inspection: A report was compiled by the registered person and presented to RQIA on 30 July 2015. The report included findings and action plan.	

<p>Requirement 4</p> <p>Ref: Regulation 13(4)</p> <p>Stated once</p>	<p>The registered person must ensure that safe systems are in place for the ordering, receiving and administration of medicines.</p> <hr/> <p>Action taken as confirmed during the inspection: From discussions with the registered manager and registered nurse and from the observations made during this inspection, it was concluded that safe systems were in place for the ordering, receiving and administration of medicines. One registered nurse had been allocated additional hours to coordinate the ordering and receipt of medicines. The audits performed on a random selection of medicines indicated that the vast majority of medicines had been administered in accordance with the prescribed dosage directions.</p>	<p>Met</p>
<p>Requirement 5</p> <p>Ref: Regulation 13(4)</p> <p>Stated once</p>	<p>The registered person must ensure that the medicines administration records are accurately maintained.</p> <hr/> <p>Action taken as confirmed during the inspection: The medicines administration records were observed to have been accurately maintained.</p>	<p>Met</p>
<p>Requirement 6</p> <p>Ref: Regulation 13(4)</p> <p>Stated once</p>	<p>The registered person must ensure that the competencies of the registered nurses to safely and effectively manage medicines are reviewed and that recorded evidence of the competency assessments is maintained.</p> <hr/> <p>Action taken as confirmed during the inspection: The registered person confirmed that the competencies of the registered nurses to safely and effectively manage medicines had been reviewed since the previous medicines management inspection. Recorded evidence of the competency assessments had been maintained.</p>	<p>Met</p>

Requirement 7 Ref: Regulation 13(4) Stated once	<p>The registered person must ensure that an effective medicines management auditing system is operated.</p> <hr/> <p>Action taken as confirmed during the inspection: There was recorded evidence that frequent audits were performed on randomly selected medicines and that satisfactory outcomes had been obtained. The observations made during this inspection indicated that an effective medicines management auditing system was being operated.</p>	Met
Last Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 18 Stated once	<p>It is recommended that the arrangements for the management of medicines prescribed to be administered on a “when required” basis for the treatment of distressed reactions are reviewed and revised to ensure appropriate care plans and records are in place.</p> <hr/> <p>Action taken as confirmed during the inspection: The arrangements for the management of medicines prescribed to be administered on a “when required” basis for the treatment of distressed reactions had been reviewed and revised to ensure appropriate care plans and records were in place.</p>	Met
Recommendation 2 Ref: Standard 4 Stated once	<p>It is recommended that the arrangements for pain management are reviewed and revised to ensure that pain assessment tools are in use where appropriate.</p> <hr/> <p>Action taken as confirmed during the inspection: The arrangements for pain management had been reviewed and revised to ensure that pain assessment tools were in use where appropriate.</p>	Met

5.3 The Management of Medicines

Is Care Safe? (Quality of Life)

Significant improvements in all areas of the management of medicines were observed since the last medicines management inspection. These improvements must be sustained.

Safe systems were in place for the ordering, receiving and administration of medicines. One registered nurse had been allocated additional hours to coordinate the ordering and receipt of medicines. The audits performed on a random selection of medicines indicated that the vast majority of medicines had been administered in accordance with the prescribed dosage directions. The discrepancies noted were drawn to the attention of the registered manager who agreed to monitor the administrations of the medicines in order to ensure compliance with the dosage instructions.

The medicine records had been maintained in a satisfactory manner. Records of the ordering, receipt, prescribing, administration and disposal of medicines were maintained. Where transcribing of medicine details on the personal medication record had occurred, this process had involved two registered nurses to ensure the accuracy of the record; this is good practice.

Is Care Effective? (Quality of Management)

There was evidence that medicines were being managed by staff who had been trained and deemed competent to do so. Competency assessments had been completed on the registered nurses since the previous medicines management inspection.

There were robust arrangements in place to audit practices for the management of medicines. The registered manager had delegated the responsibility to carry out medication audits to one of the registered nurses. A review of the audit records indicated that largely satisfactory outcomes had been achieved. The audit process was facilitated by the good practice of recording the dates and times of opening on the medicine containers.

Is Care Compassionate? (Quality of Care)

The records pertaining to a small number of patients who were prescribed medicines for the management of distressed reactions were reviewed at the inspection. The care plans detailed the circumstances under which the medication was to be administered. The parameters for administration were recorded on the personal medication records. The medicines administration records indicated that the medicines were being administered in accordance with the prescribers' instructions; for all patients these medicines had been administered infrequently. A record of each administration had been maintained and the reason for and outcome of administration were recorded.

The records pertaining to a small number of patients who were prescribed medicines for the management of pain were reviewed. The registered nurse confirmed that patients had pain reviewed as part of their admission assessment. Medicines which were prescribed to treat or prevent pain were recorded on the personal medication records. Examination of the administration of these medicines indicated that they had been administered as prescribed. This included analgesics which were prescribed for administration on either a regular or "when

required" basis. There were care plans in place which detailed the management of the patients' pain. Regular evaluation of pain control was performed and recorded.

Areas for Improvement

None

Number of Requirements:	0	Number of Recommendations:	0
--------------------------------	----------	-----------------------------------	----------

5.4 Additional Areas Examined

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

6. No requirements or recommendations resulted from this inspection.

I agree with the content of the report.			
Registered Manager	J ackie Campbell	Date Completed	24/11/15
Registered Person	Jackie Cambell	Date Approved	24/11/15
RQIA Inspector Assessing Response	Paul W. Nixon	Date Approved	15/12/15

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

Home very pleased with this inspection

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.