



Roxborough House
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2 Dungannon Road
Moy
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BT71 7SN

Inspector: Paul Nixon
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**Unannounced Medicines Management Inspection
of
Roxborough House**

6 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 medicines management inspection took place on 6 August 2015 from 09.45 to 12.40.

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) was not included in this report.

Recommendations made prior to April 2015 relate to the DHSSPS Nursing Homes Minimum Standards, February 2008.

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 inspection, on 9 May 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: Southern HSC Trust/Mrs Paula Mary Clarke	Registered Manager: Mrs Lucia Donnelly
Person in Charge of the Home at the Time of Inspection: Mrs Lucia Donnelly	Date Manager Registered: 5 October 2010
Categories of Care: RC-DE, RC-LD, RC-I	Number of Registered Places: 30
Number of Residents Accommodated on Day of Inspection: 17	Weekly Tariff at Time of Inspection: £470

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.

The inspection also sought to assess progress with the issues raised during and since the previous inspection.

4. Methods/Process

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

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

During the inspection the inspector met Mrs Lucia Donnelly, Registered Manager.

The following records were examined during the inspection:

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 refrigerator temperatures

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 7 July 2015. The completed QIP will be evaluated by the care inspector when it is returned to RQIA.

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 once	The routes of application of eye-treatment medicines must always be clearly stated.	Met
	Action taken as confirmed during the inspection: The routes of application of eye-treatment medicines were observed to be clearly stated.	
Last Inspection Recommendations		Validation of Compliance
Recommendation 1 Ref: Standard 30 Stated once	The registered manager should review the medication policies and procedures in order to ensure they cover each of the activities concerned with the management of medicines in Roxborough House.	Met
	Action taken as confirmed during the inspection: Medication policies and procedures had been reviewed and updated to cover all activities in relation to the management of medicines in Roxborough House.	
Recommendation 2 Ref: Standard 30 Stated once	The registered manager should ensure that written Standard Operating Procedures are available for the management of controlled drugs in Roxborough House.	Met
	Action taken as confirmed during the inspection: Written Standard Operating Procedures had been developed for the management of Controlled Drugs in Roxborough House.	
Recommendation 3 Ref: Standard 31 Stated once	The removals of lidocaine patches should be recorded.	Met
	Action taken as confirmed during the inspection: The removals of lidocaine patches had been recorded.	

5.3 The Management of Medicines

Is Care Safe? (Quality of Life)

Medicines were being administered in accordance with the prescribers' instructions. The audit trails performed on a variety of randomly selected medicines at the inspection provided broadly satisfactory outcomes. Two audits indicated discrepancies; the observations made were discussed with the registered manager who gave an assurance that their administrations would be closely monitored in order to ensure compliance with the dosage instructions.

Arrangements were in place to ensure the safe management of medicines during a resident's admission to the home. Medication details were confirmed with the prescriber and personal medication record sheets were completed and checked by two staff members.

Systems were in place to manage the ordering of prescribed medicines to ensure adequate supplies are available and to prevent wastage.

All of the medicines examined at the inspection were available for administration and were labelled appropriately. Medicines were being administered only to the resident for whom they were prescribed.

The medicine records had been maintained in a satisfactory manner. Records of the ordering, receipt, administration and disposal of medicines were maintained. Where transcribing of medicine details occurs, this process involves two members of staff to ensure the accuracy of the record.

Medicines which were discontinued or were unsuitable for use had been returned to the community pharmacy for disposal.

Satisfactory arrangements were in place for the management of controlled drugs.

Is Care Effective? (Quality of Management)

Written policies and procedures for the management of medicines were in place.

Medicines were being managed by staff who have been trained and deemed competent to do so. An induction process is in place. The impact of training is monitored through supervision and appraisal. Training in medicines management is provided every three years by a trainer from the Southern Health and Social Care Trust. Staff competency assessments are completed annually by the registered manager. The competency assessments checked were up to date.

Medication audits were being performed each week. The registered manager stated that she checks the outcomes of this audit activity. A review of the audit records indicated that satisfactory outcomes had been achieved. The audit process is facilitated by the good practice of recording the date and time of opening of the medicine container.

There were procedures in place to identify, record, report, analyse and learn from any medicine related incidents that have occurred in the home.

Is Care Compassionate? (Quality of Care)

The records pertaining to a sample of residents, who were prescribed medication for administration on a “when required” basis for the management of distressed reactions, were observed at the inspection. The care plans detailed the circumstances under which the medicines were to be administered. The parameters for administration were recorded on the personal medication records. The medicines had been infrequently administered; whenever they were administered the reason for administration and the effect were mostly recorded.

The records relating to a sample of residents who were prescribed medicines for the management of pain were reviewed. Care plans were in place. 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. The registered manager stated that all residents are able to communicate when they are in pain. Also, from discussion with the registered manager, it was evident that staff were aware of the signs, symptoms and triggers of pain in residents and that ongoing monitoring is necessary to ensure the pain is well controlled and the resident was comfortable.

Areas for Improvement

None were identified.

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

Medicines were stored safely and securely.

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 return 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