

RESIDENTIAL CARE HOME MEDICINES MANAGEMENT MONITORING INSPECTION REPORT

Inspection No:	IN021147
Establishment ID No:	1645
Name of Establishment:	Redlands
Date of Inspection:	26 January 2015
Inspector's Name:	Helen Daly

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY
9th Floor Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
Tel: 028 9051 7500 Fax: 028 9051 7501

1.0 GENERAL INFORMATION

Name of home:	Redlands
Type of home:	Residential Care Home
Address:	20 Adelaide Park Belfast BT9 6FX
Telephone number:	028 9066 1526
E mail address:	redlands20@hotmail.co.uk
Registered Organisation/ Registered Provider:	Whiteabbey Proprietors Ltd Mr Mark John Uprichard
Registered Manager:	Mrs Irene Caroline Best
Person in charge of the home at the time of Inspection:	Mrs Irene Caroline Best
Categories of care:	RC-I, RC-DE
Number of registered places:	17
Number of residents accommodated on day of inspection:	15
Date and time of current medicines management inspection:	26 January 2015 10:25 – 13:00
Names of inspector:	Helen Daly
Date and type of previous medicines management inspection:	16 September 2014 Unannounced

2.0 INTRODUCTION

The Regulation and Quality Improvement Authority (RQIA) is empowered under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 to inspect residential care homes. A minimum of two inspections per year is required.

This is the inspection report of an unannounced medicines management monitoring inspection to assess the quality of services being provided. The report details the extent to which the standards measured during inspection are being met.

PURPOSE OF THE INSPECTION

The previous medicines management inspection of this home on 16 September 2014 had shown that robust systems for some aspects of the management of medicines were not in place; improvements were needed in the standards for the management of medicines.

Following the inspection, the outcomes were discussed with senior management within RQIA. A serious concerns meeting was held with Mr Mark Uprichard, Registered Person, and Mrs Irene Best, Registered Manager, in RQIA, Belfast office, on 23 September 2014, to discuss the accurate management of the reading of the medicine refrigerator temperatures. Frances Gault, RQIA Senior Pharmacy Inspector, Helen Daly, RQIA Pharmacy Inspector, and Lorna Conn, RQIA Care Inspector, were in attendance. At this meeting, the registered person provided a full account of the actions that had already been taken and arrangements which had or would be implemented to ensure that the medicine refrigerator temperatures are accurately monitored and medicines are safely stored 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 matter and that this monitoring inspection would take place.

The purpose of this inspection was to determine if the areas identified for improvement at the previous inspection had been addressed so that the safety of residents with respect to the storage and administration of medicines could be assured.

METHODS / PROCESS

Discussion with Mrs Irene Best, Registered Manager, and staff on duty
Audit trails carried out on a sample of randomly selected medicines
Review of medicine records
Observation of storage arrangements
Spot-check on policies and procedures
Evaluation and feedback

HOW RQIA EVALUATES SERVICES

The inspection sought to establish the level of compliance being achieved with respect to the following DHSSPS Residential Care Homes Minimum Standards (2011) and to assess progress with the issues raised during and since the previous inspection:

Standard 30: Management of Medicines

Standard Statement - Medicines are handled safely and securely

Standard 31: Medicine Records

Standard Statement - Medicine records comply with legislative requirements and current best practice

Standard 32: Medicines Storage

Standard Statement - Medicines are safely and securely stored

Standard 33: Administration of medicines

Standard Statement - Medicines are safely administered in accordance with the prescribing practitioner's instructions

An outcome level was identified to describe the service's performance against each criterion that the inspector examined. Table 1 sets the definitions that RQIA has used to categorise the service's performance:

Table 1: Compliance statements

Guidance - Compliance statements		
Compliance statement	Definition	Resulting Action in Inspection Report
0 - Not applicable		A reason must be clearly stated in the assessment contained within the inspection report
1 - Unlikely to become compliant		A reason must be clearly stated in the assessment contained within the inspection report
2 - Not compliant	Compliance could not be demonstrated by the date of the inspection.	In most situations this will result in a requirement or recommendation being made within the inspection report
3 - Moving towards compliance	Compliance could not be demonstrated by the date of the inspection. However, the service could demonstrate a convincing plan for full compliance by the end of the inspection year.	In most situations this will result in a requirement or recommendation being made within the inspection report
4 - Substantially compliant	Arrangements for compliance were demonstrated during the inspection. However, appropriate systems for regular monitoring, review and revision are not yet in place.	In most situations this will result in a recommendation, or in some circumstances a requirement, being made within the inspection report
5 - Compliant	Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken.	In most situations this will result in an area of good practice being identified and being made within the inspection report.

3.0 PROFILE OF SERVICE

Redlands is a detached, three storey building situated between the Malone Road and Lisburn Road in a quiet residential area. The home is situated within the Belfast Health and Social Care Trust geographical area.

The home is registered to accommodate 17 persons in single rooms, some of which have an en-suite. Two living rooms, the kitchen, the dining room and a number of bedrooms are located on the ground floor. The staff office is located on the first floor with the remaining bedrooms. The third floor is not used for residents.

The location of the home ensures easy access to public transport, medical, leisure, community and church facilities. There is some car parking available at the front of the home.

The registered manager has been in place since before 1 April 2005.

4.0 EXECUTIVE SUMMARY

An unannounced medicines management monitoring inspection of Redlands was undertaken by Helen Daly, RQIA Pharmacist Inspector, on 26 January 2015 between 10:25 and 13:00. This summary reports the position in the home at the time of the inspection.

The focus of this medicines management monitoring inspection was to determine if the areas identified for improvement at the previous inspection had been addressed, to re-assess the home's level of compliance with legislative requirements and the DHSSPS Minimum Standards for Residential Care Homes and to determine if the safety of residents, with respect to the administration of medicines could be assured.

The inspector examined the arrangements for medicines management within the home and focused on the four medicine standards in the DHSSPS Residential Care Homes Minimum Standards (2011):

- Standard 30: Management of Medicines
- Standard 31: Medicine Records
- Standard 32: Medicines Storage
- Standard 33: Administration of Medicines

During the course of the inspection, the inspector met with the registered manager, Mrs Irene Best, and staff on duty. The inspector observed practices for medicines management in the home, inspected storage arrangements for medicines, examined a selection of medicine records and conducted an audit of a sample of randomly selected medicines.

The three requirements and three recommendations which were made at the previous medicines management inspection on 16 September 2014 were examined and assessed during the inspection. Compliance was noted for two of the requirements and one of the recommendations. The remaining requirement and two of the recommendations were assessed as substantially compliant. The inspector's validation of compliance is included in Section 5.0 below.

The outcome of this inspection found that the areas identified for improvement had been addressed in a mostly satisfactory manner. The registered manager was advised that the improvements noted must be sustained.

Medicines are now being stored securely and at appropriate temperatures. The registered manager carries out weekly audits on all areas of medicines management, including the administration of lactulose and nutritional supplements. The audits which were performed at this inspection indicated that medicines were being administered in accordance with the prescribers' instructions. However, some audits on nutritional supplements could not be completed as balances remaining at the end of each four week cycle are not carried forward. The registered manager agreed to further review the management of nutritional supplements to ensure that there is a clear audit trail; an action plan was received by RQIA following the inspection detailing the revised arrangements for nutritional supplements, which includes weekly stock counts.

Records had been maintained in a mostly satisfactory manner. The registered manager was reminded that the allergy status of each resident must be recorded on the personal medication records. The registered manager advised that during her weekly audits she has identified that some updates are not being recorded on the personal medication records in a timely manner. She advised that this is discussed with staff for improvement and that it will continue to be monitored closely.

The management of warfarin, medicines which are prescribed for Parkinson's disease and distressed reactions was reviewed and found to be satisfactory.

Two residents currently self-administer their medicines. This is clearly recorded and risk assessments are in place. Secure storage is provided and the residents have signed a proforma confirming that they will manage their medicines safely.

The inspection attracted no requirements or recommendations and therefore a quality improvement plan has not been appended on this occasion.

The inspector would like to thank the registered manager and staff on duty for their assistance and co-operation throughout the inspection.

5.0 FOLLOW-UP ON PREVIOUS ISSUES

Issues arising during previous medicines management inspection on 16 September 2014:

NO.	REGULATION	REQUIREMENT	ACTION TAKEN (as confirmed during this inspection)	INSPECTOR'S VALIDATION OF COMPLIANCE
1	13(4)	<p>The registered manager must ensure that:</p> <ul style="list-style-type: none"> appropriate corrective action is taken if the temperature of the medicines refrigerator falls outside the accepted range (+2°C and +8 °C). <p>Stated three times</p>	<p>A new medicines refrigerator has been obtained. The instructions for monitoring the maximum, minimum and current temperature are displayed on the door of the refrigerator and care staff have signed to acknowledge that they have read and understood the directions.</p> <p>Care staff record the maximum, minimum and current temperatures each day. They also record that the thermometer has been reset and that the recordings are within the accepted range.</p> <p>All recorded temperatures were observed to be within the accepted range.</p>	Compliant

NO.	REGULATION	REQUIREMENT	ACTION TAKEN (as confirmed during this inspection)	INSPECTOR'S VALIDATION OF COMPLIANCE
2	13(4)	<p>The registered manager must closely monitor the medicines highlighted at this inspection (lactulose and nutritional supplements) to ensure that they are being administered in accordance with the prescribers' instructions and that the records of administration are accurately maintained on all occasions.</p> <p>Stated twice</p>	<p>Supplementary sheets are now in place to record each administration of lactulose. These are audited weekly by the registered manager. Satisfactory audit outcomes were observed for the four audits which were completed at this inspection.</p> <p>Four residents are prescribed nutritional supplements. With the exception of Pro-Cal Shot, these are stored in the kitchen. Supplementary records of administration are maintained which indicate that the nutritional supplements are being administered as prescribed. The records are audited by the registered manager who advised that residents' weights are also monitored monthly.</p> <p>The three audits which were completed on Pro-Cal Shot produced satisfactory outcomes. Audit trails could not be completed on the remaining nutritional supplements as balances remaining are not carried forward. The registered manager advised that weekly stock balances would be carried out on nutritional supplements from the date of the inspection onwards.</p>	Substantially compliant

NO.	REGULATION	REQUIREMENT	ACTION TAKEN (as confirmed during this inspection)	INSPECTOR'S VALIDATION OF COMPLIANCE
3	13(4)	<p>The registered manager must ensure that all medicine cupboards are lockable to prevent unauthorised entry.</p> <p>Stated once</p>	Locks have been fitted to the four medicine cupboards. They were observed to be locked.	Compliant

NO	MINIMUM STANDARD REF	RECOMMENDATION	ACTION TAKEN (as confirmed during this inspection)	INSPECTOR'S VALIDATION OF COMPLIANCE
1	31	<p>The registered manager should ensure that:</p> <ul style="list-style-type: none"> • The date of writing is recorded on all personal medication records • The date of prescribing is recorded for all medicines <p>Stated once</p>	<p>The date of writing had been recorded on the majority of the personal medication records.</p> <p>The date of prescribing had been recorded for the majority of medicines.</p> <p>The standard of maintenance of the personal medication records is audited weekly by the registered manager.</p>	Substantially compliant
2	31	<p>The registered manager should ensure that hand-written updates on the medication administration records are verified and signed by two members of staff.</p> <p>Stated once</p>	<p>The majority of hand-written updates on the medication administration records had been verified and signed by two members of staff.</p> <p>The standard of maintenance of the medication administration records is audited by the registered manager.</p>	Substantially compliant
3	32	<p>The registered provider should ensure that the temperature of the treatment room is monitored and recorded each day to ensure that it is maintained at or below 25°C.</p> <p>Stated once</p>	<p>The temperature of the treatment room is monitored and recorded each day; the records indicate that the temperature is maintained below 25°C.</p>	Compliant

6.0 QUALITY IMPROVEMENT PLAN

As no requirements or recommendations were made following the inspection a Quality Improvement Plan has not been appended on this occasion. The registered manager/provider is asked to complete and return a copy of the comments page at the end of the report for our records by **10 March 2015**.

Enquiries relating to this report should be addressed to:

**Helen Daly
Pharmacist Inspector
The Regulation and Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT**



No requirements or recommendations resulted from the **unannounced medicines management monitoring** inspection of **Redlands** which was undertaken on **26 January 2015** and I agree with the content of the report.

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

NAME OF REGISTERED MANAGER COMPLETING	Irene Best
NAME OF RESPONSIBLE PERSON / IDENTIFIED RESPONSIBLE PERSON APPROVING	Mark Uprichard

Approved by:	Date
Helen Daly	5/3/15