



The Regulation and  
Quality Improvement  
Authority

Positive Futures Wheatfield  
Short Break Service  
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**Unannounced Medicines Management Inspection  
of  
Positive Futures Wheatfield Short Break Service**

**22 February 2016**

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 22 February 2016 from 10.10 to 12.05. Although the staff on duty initially facilitated us to access medicine management related records, this was withdrawn later in the inspection. In order to complete the inspection the registered manager was requested to submit redacted information to RQIA by 26 February 2016. This redacted information was examined on 26 February 2016.

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) Residential Care Homes Minimum Standards (2011).

### 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 last inspection on 21 January 2015.

### 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 |
|---|--------------|-----------------|
| <b>Total number of requirements and recommendations made at this inspection</b> | 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

|   |  |
|---|--|
| <b>Registered Organisation/Registered Person:</b><br>Positive Futures /<br>Ms Agnes Philomena Lunny | <b>Registered Manager:</b><br>Mrs Bernice Kelly                                  |
| <b>Person in charge of the home at the time of inspection:</b><br>Ms Maria Svabova (Support Worker) | <b>Date manager registered:</b><br>1 April 2005                                  |
| <b>Categories of care:</b><br>RC-LD, RC-LD(E)   | <b>Number of registered places:</b><br>5   |
| <b>Number of residents accommodated on day of inspection:</b><br>2                                  | <b>Weekly tariff at time of inspection:</b><br>This information was not provided |

## 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.

## 4. Methods/Process

Specific methods/processes used included the following:

The management of incidents reported to RQIA since the last medicines management inspection was reviewed.

We met with Ms Maria Svabova, Support Worker and the Registered Manager, Mrs Bernice Kelly, who arrived at the home during the inspection.

Several residents’ medicine records were examined in order to assess the management of medicines before the registered manager advised that the records could not be examined because consent had not been obtained to do this. We were, however, permitted access to the controlled drugs record book.

We requested that suitably redacted information in the following areas be sent to RQIA by 26 February 2016.

- medicines received
- personal medication records
- medicine administration records
- medicines transferred
- care plans for the management of distressed reactions
- care plans for pain management
- 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 25 June 2015. The completed QIP was returned and was approved by the care inspector.

### 5.2 Review of Recommendation from the Last Medicines Management Inspection

| Last Inspection Recommendations   |   | Validation of Compliance |
|---|---|--------------------------|
| <b>Recommendation 1</b><br><b>Ref: Standard 31</b><br><b>Stated: First time</b> | The controlled drugs record should be maintained in bound book form with the pages sequentially numbered.<br><br><b>Action taken as confirmed during the inspection:</b><br>The controlled drugs record was maintained in bound book form with the pages sequentially numbered. | <b>Met</b>               |

### 5.3 The Management of Medicines

#### Is Care Safe? (Quality of Life)

From the evidence seen of five records during the inspection and the redacted records provided, we were satisfied that medicines were being administered in accordance with the prescribers' instructions.

Arrangements were in place to ensure the safe management of medicines during the respite resident's admission to the home. The support worker stated that staff liaised with families in obtaining up-to-date written confirmation of medication details from the prescribers. This was updated where any changes had occurred.

Systems were in place to manage the requesting of prescribed medicines to ensure adequate supplies were available and to prevent wastage. Staff liaised with the family to ensure that sufficient medication accompanied the resident at the time of admission. There was no evidence to indicate that medicine doses were omitted due to being out of stock.

The medicine records had been maintained in a satisfactory manner. Records of the receipt, administration and transfer of medicines were maintained.

A controlled drug record book was maintained in which two staff record the receipts, administrations and transfers of controlled drugs. Quantities of Schedule 2 controlled drugs and Schedule 3 controlled drugs subject to safe custody requirements were reconciled by two staff at each handover of responsibility.

Any remaining medicines at the end of a resident's period of respite care were returned to the person with caring responsibility.

### **Is Care Effective? (Quality of Management)**

There was evidence that medicines were being managed by staff who had been trained and deemed competent, by the registered manager, to do so. An induction process was in place. Medicines management update training was delivered to staff every three years. Epilepsy management training and training in the administration of rescue medication was delivered by the Health and Social Care Trust epilepsy management nurse every two years. Competency assessments were completed following the induction period and annually thereafter. The support worker was able to clearly explain the procedures for managing medicines.

Regular medication audits were performed by the registered manager or deputy manager. Care staff also audited the medication records, to check for any discrepancies, at the end of each resident's period of respite stay.

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 for a small sample of respite residents who were prescribed medication for administration on a "when required" basis for the management of distressed reactions were examined. In each instance, the care plan detailed the circumstances under which the medicine was to be administered. The parameters for administration were recorded on the personal medication record. The medicines had not needed to be administered.

The records for a small sample of respite residents who were prescribed medicines for the management of pain were reviewed. The manager confirmed that all respite residents had pain reviewed as part of the admission assessment. Medicines prescribed for the management of pain were recorded on the personal medication records. Examination of the administration of these medicines indicated that they had been administered as prescribed.

The epilepsy management plans for a small sample of respite residents who were prescribed rescue medication for seizures were examined and were satisfactory.

### **Areas for Improvement**

No areas for improvement were identified during this inspection.

|                               |          |                                  |          |
|-------------------------------|----------|----------------------------------|----------|
| <b>Number of Requirements</b> | <b>0</b> | <b>Number of Recommendations</b> | <b>0</b> |
|-------------------------------|----------|----------------------------------|----------|

6. **No requirements or recommendations resulted from this inspection.**

|  |               |                       |          |
|--|---------------|-----------------------|----------|
| <b>I agree with the content of the report.</b> |               |                       |          |
| <b>Registered Manager</b>                      | Bernice Kelly | <b>Date Completed</b> | 17.03.16 |
| <b>Registered Person</b>                       | Agnes Lunny   | <b>Date Approved</b>  | 23.03.16 |
| <b>RQIA Inspector Assessing Response</b>       | Paul W. Nixon | <b>Date Approved</b>  | 01.04.16 |

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

**\*Please ensure this document is completed in full and returned to [pharmacists@rgia.org.uk](mailto:pharmacists@rgia.org.uk) from the authorised email address\***