

Inspection Report

5 April 2023



Hanna Street

Type of service: Residential Care Home

Address: 8 Hanna Street, York Road,
Belfast, BT15 1GQ

Telephone number: 028 9504 2810

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

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| Organisation/Registered Provider: Belfast Health and Social Care Trust | Registered Manager: Mrs Barbara McGarrity |
| Responsible Individual: Dr Catherine Jack | Date registered: 1 April 2005 |
| Person in charge at the time of inspection: Mrs Barbara McGarrity | Number of registered places: 2 |
| Categories of care: Residential Care (RC): LD – learning disability LD(E) – learning disability – over 65 years | Number of residents accommodated in the residential care home on the day of this inspection: 2 |
| Brief description of the accommodation/how the service operates: Hanna Street is a two bedded residential care home that provides respite care for people living with a learning disability. The residential care home is located within the same building as a domiciliary care agency, which provides supported living accommodation for service users living with a learning disability or other complex needs. | |

2.0 Inspection summary

An unannounced inspection took place on 5 April 2023, from 10.00am to 12.00pm. This was completed by a pharmacist inspector and focused on medicines management within the home. The purpose of the inspection was to assess if the home was delivering safe, effective and compassionate care and if the home was well led with respect to medicines management.

Review of medicines management found that medicines were stored safely and securely. Medicine records and medicine related care plans were maintained to a satisfactory standard. There were effective auditing processes in place to ensure that staff were trained and competent to manage medicines and residents were administered their medicines as prescribed. One new area for improvement in relation to the management of medicines for new admissions was identified.

Whilst one area for improvement was identified, RQIA can conclude that overall, the residents were being administered their medicines as prescribed.

RQIA would like to thank the staff for their assistance throughout the inspection.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection, information held by RQIA about this home was reviewed. This included previous inspection findings, incidents and correspondence. The inspection was completed by examining a sample of medicine related records, the storage arrangements for medicines, staff training and the auditing systems used to ensure the safe management of medicines. The inspector spoke to staff and management about how they plan, deliver and monitor the management of medicines within the home.

4.0 What people told us about the service

The two residents accommodated in Hanna Street were attending day centres during the inspection. The inspector met with senior care staff and the manager. Staff expressed satisfaction with how the home was managed. They said that they had the appropriate training to look after residents and meet their needs.

Staff spoken with stated they had a good relationship with the families of residents who attend for respite care and they worked collectively to ensure residents had a supply of their prescribed medicines.

Feedback methods included a staff poster and paper questionnaires which were provided to the manager for any resident or their family representative to complete and return using pre-paid, self-addressed envelopes. At the time of issuing this report, no questionnaires had been received by RQIA.

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since the last inspection?

The last inspection to this residential care home was undertaken on 24 November 2022 by a care inspector; no areas for improvement were identified.

5.2 Inspection findings

5.2.1 What arrangements are in place to ensure that medicines are appropriately prescribed, monitored and reviewed?

Within Hanna Street, residents bring their own medicines with them at the beginning of their stay and any unused medicines are returned at the end of their stay. Following discussions with staff, it was evident that when applicable, other healthcare professionals were contacted in response to residents' needs and should medicines be prescribed during their stay arrangements were in place to ensure these were obtained in a timely manner.

Personal medication records were in place for each resident. These are records used to list all of the prescribed medicines, with details of how and when they should be administered. It is important that these records accurately reflect the most recent prescription to ensure that medicines are administered as prescribed and because they may be used by other healthcare professionals, for example, at medication reviews or hospital appointments.

The personal medication records reviewed at the inspection were accurate and up to date. In line with best practice, a second member of staff had checked and signed the personal medication records when they were written and updated to state that they were accurate.

The management of pain was discussed. Staff advised that they were familiar with how each resident expressed their pain and that pain relief was administered when required. Care plans were in place to direct staff.

Accurate and complete records of the receipt of medicines brought into the home by residents were maintained and were readily available for review. Arrangements were in place to ensure residents and their carer were provided with a supply of their medicines during periods of day leave from the home. Records of the medicines supplied were maintained and available for review.

5.2.2 What arrangements are in place to ensure that medicines are supplied on time, stored safely and disposed of appropriately?

Medicines stock levels must be checked on a regular basis and new stock must be ordered on time. This ensures that the resident's medicines are available for administration as prescribed. It is important that they are stored safely and securely so that there is no unauthorised access and disposed of promptly to ensure that a discontinued medicine is not administered in error.

Staff were not responsible for ordering medicines, as this was the responsibility of the resident/resident's families. However, staff regularly reviewed stock levels and advised of the procedures in place to ensure that each resident had a continuous supply of their medicines. The records inspected showed that medicines were available for administration when residents required them.

The medicines storage area was observed to be securely locked to prevent any unauthorised access.

Satisfactory arrangements were in place for the safe disposal of medicines.

5.2.3 What arrangements are in place to ensure that medicines are appropriately administered within the home?

It is important to have a clear record of which medicines have been administered to residents to ensure that they are receiving the correct prescribed treatment.

A sample of the medicines administration records was reviewed. The records reviewed were fully and accurately completed. The records were filed once completed and readily retrievable for review.

Controlled drugs are medicines which are subject to strict legal controls and legislation. They commonly include strong pain killers. The receipt, administration and disposal of controlled drugs should be recorded in the controlled drug record book. There were no controlled drugs in stock in the home on the day of the inspection. Staff were aware of which drugs required storage in the controlled drug cabinet and the necessary records to be kept should a resident be prescribed these medicines.

Management and staff audited medicine administration on a regular basis within the home. A range of audits were carried out. The date of opening was recorded on all medicines so that they could be easily audited. This is good practice.

5.2.4 What arrangements are in place to ensure that medicines are safely managed during transfer of care?

People who use medicines may follow a pathway of care that can involve both health and social care services. It is important that medicines are not considered in isolation, but as an integral part of the pathway, and at each step. Problems with the supply of medicines and how information is transferred put people at increased risk of harm when they change from one healthcare setting to another.

The management of medicines for two residents recently admitted to the home for a period of respite care was reviewed. Records of the medicines receipted into the home were available for review. However, an accurate list of the residents' prescribed medicines had not been obtained from the GP on admission and it could therefore not be determined that the residents were being administered all of their prescribed medicines. An area for improvement was identified.

5.2.5 What arrangements are in place to ensure that staff can identify, report and learn from adverse incidents?

Occasionally medicines incidents occur within homes. It is important that there are systems in place which quickly identify that an incident has occurred so that action can be taken to prevent a recurrence and that staff can learn from the incident. A robust audit system will help staff to identify medicine related incidents.

There has been no medicine related incidents reported to RQIA. Guidance on identifying and reporting incidents was provided during the inspection to ensure that all staff were aware of the types of medication incidents which must be reported to RQIA.

The audits completed at the inspection indicated that the medicines were being administered as prescribed.

5.2.6 What measures are in place to ensure that staff in the home are qualified, competent and sufficiently experienced and supported to manage medicines safely?

To ensure that residents are well looked after and receive their medicines appropriately, staff who administer medicines to residents must be appropriately trained. The registered person has a responsibility to check that staff are competent in managing medicines and they are supported. Policies and procedures should be up to date and readily available for staff.

There were records in place to show that staff responsible for medicines management had been trained and deemed competent. Ongoing review was monitored through supervision sessions with staff and at annual appraisal. Medicines management policies and procedures were in place.

Records of staff training in relation to medicines management, epilepsy awareness and the administration of buccal midazolam were available for inspection.

6.0 Quality Improvement Plan/Areas for Improvement

One area for improvement has been identified where action is required to ensure compliance with The Residential Care Homes Minimum Standards 2021.

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of Areas for Improvement | 0 | 1 |

The area for improvement and details of the Quality Improvement Plan were discussed with Mrs Barbara McGarrity, Registered Manager, as part of the inspection process. The timescale for completion commences from the date of inspection.

| Quality Improvement Plan | |
|---|---|
| Action required to ensure compliance with Residential Care Homes Minimum Standards 2021 | |
| <p>Area for improvement 1</p> <p>Ref: Standard 33</p> <p>Stated: First time</p> <p>To be completed by: Ongoing from the date of inspection (5 April 2023)</p> | <p>The registered person shall ensure that written confirmation of all new residents' medicines is obtained from the prescriber at or prior to admission to the home.</p> <p>Ref: 5.2.4</p> <p>Response by registered person detailing the actions taken:</p> <p>The registered manager has established a system whereby unit staff contact GP surgeries prior to a new week of short breaks. This establishes the accuracy of prescriptions per week for each service user allocated a short break. A new proforma has been developed to record unit staff contact with surgeries. The registered manager contacted Trust administration organising access to ECR enabling a further prescription verification process.</p> |

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