

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY

FAILURE TO COMPLY NOTICE

Name of Registered Establishment or Agency: Cregagh Nursing Home	FTC Ref: FTC/NH/1875/2015-16/01
Address of Registered Establishment or Agency: 2a Graham Gardens Belfast BT6 9FB	
Name of Registered Person: Mr Chris Arnold Spa Nursing Homes Ltd	Issue Date: 9 July 2015
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Regulation 13 (4) (b) Subject to paragraph (5), the registered person shall make suitable arrangements for the ordering, storage, stock control, recording, handling, safe keeping, safe administration and disposal of medicines used in or for the purposes of the nursing home to ensure that – (b) medicine which is prescribed is administered as prescribed to the patient for whom it is prescribed, and to no other patient; and	
Specific failings to comply with regulations: A medicines management inspection undertaken on 22 October 2014 identified a number of concerns; the governance arrangements were not robust and the current auditing system had not identified the home's shortcomings in medicines management, there were out of stock medicines and significant overstocks of some medicines were also observed, records of training and competency assessments were not in place for registered nurses, records of disposal had not been accurately maintained, the management of controlled drugs and refrigerator temperatures was not satisfactory. A serious concerns meeting was held between RQIA and the registered persons on 29 October 2014. At that meeting, the registered persons provided a full account of the actions that had already been taken and arrangements which would be implemented to ensure that medicines management in Cregagh Nursing Home achieved compliance with legislative requirements and the minimum standards.	

A further inspection was undertaken on 29 January 2015 and while some improvement was noted, the management of medicines was not robust and the audit process was not effective in identifying discrepancies. Feedback in relation to this was provided to the registered person by telephone on 4 February 2015 and the importance of having robust governance systems in place was stressed. The registered person was informed that a further inspection would be carried out to ensure the outstanding issues, as identified in the Quality Improvement Plan were addressed and progress sustained. The returned Quality Improvement Plan resulting from that inspection indicated that all requirements had been addressed.

A medicines management inspection of Cregagh Nursing Home on 29 June 2015 evidenced that the improvement had not been sustained and further concerns with regards to out-of-stock prescribed medicines were identified.

A sample of completed medicines administration records was examined; the inspector reviewed the most recent medicine administration record for each patient in the patients' files. There was evidence that nine medicines belonging to eight different patients had been unavailable for periods ranging from one to seven days. This meant that patients were not administered these medicines as prescribed. This had not been brought to the attention of the registered manager by the registered nurses and there was no evidence of the actions taken by staff to obtain medicines for the patients. There was no evidence that staff had identified the potential risk to patients of not receiving their prescribed medication, or that they had followed the Nursing Midwifery Council Code of Professional Conduct in relation to the administration of medicines.

The audit process is still not robust and the systems in place are not supporting the safe and effective care of patients.

Despite some initial improvements in relation to the timely acquisition of prescribed medicines there is a lack of sustained improvement which has the potential to compromise the health and well-being of patients.

The registered person had failed to adequately monitor the management of medicines.

Action required to comply with regulations:

A robust ordering system must be in place to ensure that requests for prescriptions and medicines are followed up in a timely manner.

The registered person must ensure that an effective medicines auditing system is in place to ensure that all patients have a continuous supply of their prescribed medicines and to identify any discrepancies in the administration of medicines and record the action taken by management to address these.

The registered person must ensure that any future ongoing non administration of a medicine due to stock supply is recognised as a medicine incident and reported in accordance with legislative requirements.

The registered person must ensure that all registered nurses employed in the home are aware of their professional accountability to ensure that patients receive safe and competent care.

The registered person may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of receipt of this notice.

Date by which compliance must be achieved: 10 September 2015

Signed.......... Director of Regulation and Nursing

This notice is made under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Homes Regulations (Northern Ireland) 2005

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.