

**THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)**

**FAILURE TO COMPLY NOTICE**

<b>Name of Registered Establishment:</b> Knockmoyle Lodge (1208)	<b>Name of Registered Person:</b> Mrs Linda Florence Beckett
<b>Address of Registered Establishment:</b> 29 Knockmoyle Road, Omagh, BT77 7TB	
<b>Issue Date:</b> 20 August 2019	<b>FTC Ref:</b> FTC000077
<b>Regulation not complied with:</b>  <b><i>The Nursing Homes Regulations (Northern Ireland) 2005</i></b>  <b><i>Health and welfare of patients</i></b>  <b><i>Regulation 13.—</i></b>  <i>(4) 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 –</i> <i>(a) any medicine which is kept in a nursing home is stored in a secure place; and</i> <i>(b) medicine which is prescribed is administered as prescribed to the patient for whom it is prescribed, and to no other patient; and</i> <i>(c) a written record is kept of the administration of any medicine to a patient.</i>	
<b>Specific failings to comply with regulations:</b>  During an unannounced RQIA inspection between 8 and 13 August 2019 serious concerns were identified with medicines management:  Medicine trolleys were unlocked and unattended on the morning of 8 August 2019 at the commencement of the inspection.  Five patients had been without some of their prescribed medicines as they were not in stock, some for several days and others for up to two weeks. This had not been reported to the home manager and there was no evidence of the registered nurses taking action to obtain supplies of medicines. None of these incidents had been appropriately reported to the Trust or RQIA.  Four patients had not been administered one of their medicines as prescribed. The registered nurses had signed the record of administration; however, the audit completed showed that the medicine had not been administered. This included	

medicines prescribed for dementia, asthma and urinary retention.

Clear records of administration of medicines were not maintained. The medicine administration records indicated that the morning medicines had been administered at 09.30 when they had been administered between 07.00 and 12.30. If an accurate time of administration is not recorded some patients may not receive their medicines at appropriate intervals. This could result in, for example, pain relief being administered too soon leading to toxicity, or too late meaning that the patient may be in pain

No medicine audits had been completed by home management.

The controlled drugs record book had not been accurately completed, and checks on controlled drugs which were completed by registered nurses at each shift change had not identified this issue.

**Actions required to comply with regulations:**

The registered persons must ensure that:

- medicine trolleys are secure at all times and supervised when in use
- systems are in place so that patients have a continuous supply of their prescribed medicines
- systems are in place to ensure that RQIA is notified when prescribed medicines are not available for administration
- medicine administration records are fully and accurately completed
- personal medication records are fully and accurately completed
- medicines are signed at the time of administration to ensure appropriate dosage intervals for medications
- robust auditing systems are developed and implemented which identify deficits in the management of medicines and produces an effective action plan. Audits must be completed regularly
- registered nurses and care staff are provided with training relevant to their roles and responsibilities in relation to the management of medicines
- medicine competency assessments are completed with all registered nurses to ensure that they are competent in the management of medicines and monitoring of controlled drugs.

**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 the date of serving this notice.**

**Date by which compliance must be achieved: 18 September 2019**

Signed...............**Director of Assurance**

***This notice is served 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.***