

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

**FAILURE TO COMPLY NOTICE**

<b>Name of Registered Establishment:</b> Glenabbey Manor (RQIA ID: 020215)	<b>Name of Registered Person:</b> Mr Gavin O'Hare-Connolly
<b>Address of Registered Establishment:</b> 93-97 Church Road, Glengormley, Newtownabbey, BT36 6HG	
<b>Issue Date:</b> 10 September 2018	<b>FTC Ref:</b> FTC000014
<b>Regulation not complied with:</b>  <b><i>The Residential Care Homes Regulations (Northern Ireland) 2005</i></b>  <b><i>Health and welfare of residents</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, recording, handling, safe keeping, safe administration and disposal of medicines used in or for the purposes of the home to ensure that –</i> <i>(a) any medicine that is kept in the home is stored in a secure place; and</i> <i>(b) medicine which is prescribed is administered as prescribed to the resident for whom it is prescribed, and to no other resident: and</i> <i>(c) a written record is kept of the administration of any medicine to a resident.</i>	
<b>Specific failings to comply with regulations:</b>  The medicines management inspection on 3 September 2018 evidenced that the arrangements for the management of controlled drugs were not robust and the controlled drug record book was not appropriately maintained. The records of the administration of some controlled drugs had not been completed or had been amended.  Confirmation of the current medicine regime was not obtained for one resident on admission. There was a discrepancy between the personal medication records and medicine administration records for this resident. It could not be determined if one medicine which was being administered was currently prescribed.  There were significant discrepancies, omissions and amendments to records of medicines administered and as a result it could not be determined if certain medicines had been administered as prescribed.	

There was a discrepancy in the records of warfarin for one resident. It could not be determined if the transcription of the dosage regimen was accurate and the resident was receiving the correct prescribed dose.

The management of medication changes and omissions was not robust. There were duplicate supplies of some medicines on the medicine trolley, which could result in the resident being administered some medicines twice.

The outcome of the inspection gave rise to concerns regarding the competency and capability of care team managers. The ineffective management of medicines has the potential to impact on the health, safety and well-being of residents.

The governance arrangements for the management of medicines within the home were not robust. The majority of the findings of this inspection had been identified in recent audits; however, appropriate action to address the concerns had not been taken by the management team.

**Action required to comply with regulations:**

The Registered Person must ensure that:

- robust arrangements are in place for the management of controlled drugs and that these are fully implemented.
- robust arrangements are in place for the management of medicines for newly admitted residents and that these are fully implemented.
- medicine records are fully and accurately completed.
- robust arrangements are in place for the management of warfarin and that these are fully implemented.
- robust arrangements are in place for the management of medication changes and omissions and that these are fully implemented.
- all staff that have medicines management responsibilities have had appropriate training and have been assessed as competent in their role.

The Registered Person must provide assurance to RQIA that medicines management processes are being monitored for effectiveness. Information on auditing arrangements, a summary of the outcomes and any remedial action taken must be provided by email from the Registered Person, on a weekly basis, to the identified pharmacist inspector in RQIA.

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**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: 17 October 2018**

**Signed.....*John Nixon*.....Director of Assurance**

***This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Residential Care 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.***