

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: Kings Castle (RQIA ID: 1259)	Name of Registered Person: Messana Investments Ltd. Mr Gerald Ward
Address of Registered Establishment: Kildare Street, Ardglass, BT30 7TR	
Issue Date: 19 October 2020	FTC Ref: FTC000131
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Registered person: general requirements</i> <i>10.—(1) The registered provider and the registered manager shall, having regard to the size of the nursing home, the statement of purpose, and the number and needs of the patients, carry on or manage the nursing home (as the case may be) with sufficient care, competence and skill.</i>	
Specific failings to comply with regulations: The inspection on 8 October 2020 identified concerns regarding the overall governance arrangements and medicines management within the home. Due to ineffective audit processes, there was a failure to identify and drive improvement in relation to the management of medicines. We found that patients had not received their medicines as prescribed. This is essential to ensure that their health and welfare is not being compromised. The monthly monitoring reports completed under Regulation 29 were not effective in highlighting any shortfalls in the management of medicines. The reports did not evidence the concerns raised by RQIA during the inspection. The planned staffing for the provision of registered nurses was not consistently provided which resulted in the registered manager undertaking nursing duties on a regular basis. This has impacted negatively on the quality of the monitoring, governance and oversight of the home.	

Action required to comply with regulations:

- A robust auditing system must be implemented to quality assure the management of medicines.
- A weekly summary of the medicines management audit outcomes must be submitted to RQIA, within five working days of completion.
- Monitoring reports completed under Regulation 29 must be effective in highlighting any shortfalls in the management of medicines.
- Regulation 29 reports must be submitted to RQIA within five working days of completion
- The planned staffing for registered nurses must be consistently provided to ensure that the registered manager has sufficient time to monitor and oversee the management of medicines.

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: 1 December 2020

Signed 

Dr Julie-Ann Walkden

Deputy Director of Assurance, RQIA

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.

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Address of Registered Establishment: Kildare Street, Ardglass, BT30 7TR	
Issue Date: 19 October 2020	FTC Ref: FTC000132
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> <i>Health and welfare of patients</i> <i>13.—(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>	
Specific failings to comply with regulations: During the inspection on 8 October 2020 concerns were identified in relation to the management of medicines, specifically: <ul style="list-style-type: none">• Of approximately 75 audits that were carried out, 12 had significant discrepancies. This indicates that the patients may not be getting their medicines as prescribed.• The admission/readmission process:<ul style="list-style-type: none">- For one patient admitted from home, medicines were not confirmed with the general practitioner and receipts were not recorded.- For one patient who was prescribed omeprazole while at hospital, the personal medication record and medicine administration record (MAR) sheet had not been updated, and still stated that esomeprazole was prescribed. The nurses continued to sign the MAR sheet to indicate that esomeprazole was administered.	

- In use insulin pens and overstock insulin pens in the medicine refrigerator were not appropriately labelled. Four in use insulin pens did not have the date of opening recorded. This medicine has a short shelf-life once opened and therefore the date of opening must be recorded to ensure that the pen is disposed of once the expiry date is reached. One of these pens did not have the patient's name on it. Sixteen insulin pens in the refrigerator were not labelled with the patient's name (more than one patient is prescribed this medicine).

Action required to comply with regulations:

- Medicines must be administered to patients in strict accordance with the prescribers' instructions.
- A robust process must be in place for the management of the patient's medicines as part of the admission and readmission process.
- Medicines with a short shelf life must be labelled with the patient's name and date of opening.
- Further training and competency assessment on the management of medicines must be completed for all staff with responsibility for managing medicines.

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Signed _____

Dr Julie-Ann Walkden

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