

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

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| Name of Registered Establishment: Wood Green Residential Home (RQIA ID: 020252) | Name of Registered Person: Mrs Yvonne Diamond |
| Address of Registered Establishment: Wood Green, Circular Road, Jordanstown, BT37 0RJ | |
| Issue Date: 7 March 2019 | FTC Ref: FTC000023 |
| Regulation not complied with: <i>The Residential Care Homes Regulations (Northern Ireland) 2005</i> <i>Health and welfare of residents</i> <i>Regulation 13.–(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>(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> | |
| Specific failings to comply with regulations: The medicines management inspection on 27 February 2019 evidenced that robust systems were not in place for the safe management of new residents' medicines and the admission process and the management of medicine changes. We identified that written confirmation of medicine regimes for three new residents had not been obtained or verified with the prescriber. We could not evidence that the correct medicines were being administered. We had concerns regarding the administration of three medicines. There was insufficient evidence that changes in medicines management were being safely managed. The standard of record keeping in relation to the management of medicines requires improvement to evidence that residents are receiving their medicines as prescribed and that their health and welfare is not being compromised. | |

The medication administration records were not being fully and accurately maintained when information was recorded about new residents' medicines and medicines changes. The handwritten medicine entries did not always include the full dosage directions; and two staff were not routinely involved in the transcribing process to ensure accuracy of the information and to direct the safe administration of medicines.

We were unable to complete a number of audit trails due to incomplete records of the receipt of medicines.

Governance systems within the home had not been effective in ensuring sustained improvement regarding the areas of improvement previously identified during the inspection of 10 December 2018.

Action required to comply with regulations:

The Registered Person must ensure that:

- robust arrangements are in place for the management of medicines for newly admitted residents
- robust arrangements are in place for the management of medicine changes
- staff are provided with training in the safe management of medicines
- medicine administration records are fully and accurately maintained
- records of the receipt of medicines are fully and accurately maintained
- the governance arrangements are developed to ensure effective auditing and monitoring systems for medicines management are in place and that these are fully implemented

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: 8 May 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 Residential Care Homes (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.