

# Inspection Report

**Name of Service:** Jason Court

**Provider:** Healthcare Ireland (Belfast) Limited

**Date of Inspection:** 26 November 2024

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

## 1.0 Service information

<b>Organisation:</b>	Healthcare Ireland (Belfast) Limited
<b>Responsible Individual:</b>	Ms Andrea Louise Campbell
<b>Registered Manager:</b>	Ms Melanie Reyes, not registered
<b>Service Profile:</b> Jason Court is a nursing home registered to provide nursing care for up to 67 patients. Care is provided across four units.	

## 2.0 Inspection summary

An unannounced inspection took place on 26 November 2024, from 10.20am to 2.45pm. This was completed by two pharmacist inspectors and focused on medicines management within the home.

The inspection was undertaken to evidence how medicines are managed in relation to the regulations and standards and to determine if the home is delivering safe, effective and compassionate care and is well led in relation to medicines management. The areas for improvement identified at the last care inspection were carried forward for review at the next inspection.

Review of medicines management found that mostly satisfactory arrangements were in place for the safe management of medicines. Medicines were stored securely. Medicine records and medicine related care plans were well maintained. There were effective auditing processes in place to ensure that staff were trained and competent to manage medicines and patients were administered their medicines as prescribed. One new area for improvement was identified in relation to the destruction and disposal of controlled drugs.

Whilst an area for improvement was identified, there was evidence that patients were being administered their medicines as prescribed.

Details of the inspection findings, including areas for improvement carried forward for review at the next inspection, and the new area for improvement identified, can be found in the main body of this report and in the quality improvement plan (QIP) (Section 4.0).

RQIA would like to thank the staff for their assistance throughout the inspection.

## **3.0 The inspection**

### **3.1 How we inspect**

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the home was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection information held by RQIA about this home was reviewed. This included areas for improvement identified at previous inspections, registration information, and any other written or verbal information received from patients, relatives, staff or the commissioning trust.

Throughout the inspection process, inspectors seek the views of those living, working and visiting the home; and review/examine a sample of records to evidence how the home is performing in relation to the regulations and standards.

### **3.2 What people told us about the service and their quality of life**

Staff expressed satisfaction with how the home was managed. They also said that they had the appropriate training to look after patients and meet their needs. They said that the team communicated well and the management team were readily available to discuss any issues and concerns should they arise.

Staff advised that they were familiar with how each patient liked to take their medicines. They stated medication rounds were tailored to respect each individual's preferences, needs and timing requirements.

RQIA did not receive any completed questionnaires or responses to the staff survey following the inspection.

### **3.3 Inspection findings**

#### **3.3.1 What arrangements are in place to ensure that medicines are appropriately prescribed, monitored and reviewed?**

Patients in nursing homes should be registered with a general practitioner (GP) to ensure that they receive appropriate medical care when they need it. At times patients' needs may change and therefore their medicines should be regularly monitored and reviewed. This is usually done by a GP, a pharmacist or during a hospital admission.

Patients in the home were registered with a GP and medicines were dispensed by the community pharmacist.

Personal medication records were in place for each patient. These are records used to list all of the prescribed medicines, with details of how and when they should be administered. It is important that these records accurately reflect the most recent prescription to ensure that medicines are administered as prescribed and because they may be used by other healthcare professionals, for example, at medication reviews or hospital appointments.

The personal medication records reviewed were accurate and up to date. In line with best practice, a second member of staff had checked and signed the personal medication records when they were written and updated to confirm that they were accurate. A small number of minor discrepancies were highlighted for immediate corrective action and on-going vigilance.

Copies of patients' prescriptions/hospital discharge letters were retained so that any entry on the personal medication record could be checked against the prescription.

All patients should have care plans which detail their specific care needs and how the care is to be delivered. In relation to medicines these may include care plans for the management of distressed reactions, pain, modified diets etc.

The management of distressed reactions, pain, thickening agents, insulin, antibiotics and critical medicines supplied by the hospital, were reviewed. Care plans contained sufficient detail to direct the required care. Medicine records were well maintained. The audits completed at the inspection indicated that these medicines were administered as prescribed.

Some patients cannot take food and medicines orally; it may be necessary to administer food and medicines via an enteral feeding tube. The management of medicines and nutrition via the enteral route was examined.

Regimens detailing the prescribed nutritional supplement and recommended fluid intake were in place. Records of administration of the nutritional supplement and water were maintained. Staff on duty advised that they had received training and felt confident to manage medicines and nutrition via the enteral route. One discrepancy was noted between a personal medication record and the regimen documented. This was highlighted for immediate corrective action. The patient was receiving the correct feed.

### **3.3.2 What arrangements are in place to ensure that medicines are supplied on time, stored safely and disposed of appropriately?**

Medicine stock levels must be checked on a regular basis and new stock must be ordered on time. This ensures that the patient's medicines are available for administration as prescribed. It is important that they are stored safely and securely so that there is no unauthorised access and disposed of promptly to ensure that a discontinued medicine is not administered in error.

Records reviewed showed that medicines were available for administration when patients required them. Staff advised that they had a good relationship with the community pharmacist and that medicines were supplied in a timely manner.

The medicine storage areas were observed to be securely locked to prevent any unauthorised access. They were tidy and organised so that medicines belonging to each patient could be easily located. Temperatures of medicine storage areas were monitored and recorded to ensure that medicines were stored appropriately. Satisfactory arrangements were in place for

medicines requiring cold storage and the storage of controlled drugs. The manager agreed to address a faulty swipe access and a loose tap in one unit following the inspection.

Largely satisfactory arrangements were in place for the safe disposal of medicines (see section 3.3.3 regarding the disposal of controlled drugs).

### **3.3.3 What arrangements are in place to ensure that medicines are appropriately administered within the home?**

It is important to have a clear record of which medicines have been administered to patients to ensure that they are receiving the correct prescribed treatment.

A sample of the medicines administration records was reviewed. Most of the records were found to have been fully and accurately completed. A small number of missed signatures were brought to the attention of the manager for ongoing monitoring. Records were filed once completed and were readily retrievable for audit/review.

Controlled drugs are medicines which are subject to strict legal controls and legislation. They commonly include strong pain killers. The receipt, administration and disposal of controlled drugs should be recorded in the controlled drug record book. There were largely satisfactory arrangements in place for the management of controlled drugs. However, records did not always make clear that all controlled drugs were being denatured prior to disposal, as per legislative requirements and the home's standard operating procedures for controlled drugs. An area for improvement was identified.

Occasionally, patients may require their medicines to be crushed or added to food/drink to assist administration. To ensure the safe administration of these medicines, this should only occur following a review with a pharmacist or GP and should be detailed in the patient's care plans. Written consent and care plans were in place when this practice occurred.

Management and staff audited the management and administration of medicines on a regular basis within the home. There was evidence that the findings of the audits had been discussed with staff and action plans had been implemented and addressed. The date of opening was recorded on medicines to facilitate audit and disposal at expiry.

### **3.3.4 What arrangements are in place to ensure that medicines are safely managed during transfer of care?**

People who use medicines may follow a pathway of care that can involve both health and social care services. It is important that medicines are not considered in isolation, but as an integral part of the pathway, and at each step. Problems with the supply of medicines and how information is transferred put people at increased risk of harm when they change from one healthcare setting to another.

A review of records indicated that satisfactory arrangements were in place to manage medicines at the time of admission or for patients returning from hospital. Written confirmation of prescribed medicines was obtained at or prior to admission and details shared with the GP and community pharmacy. There was evidence that any discrepancies had been followed up in a timely manner to ensure that the correct medicines were available for administration.

Medicine records had been accurately completed and there was evidence that medicines were administered as prescribed.

**3.3.5 What arrangements are in place to ensure that staff can identify, report and learn from adverse incidents?**

Occasionally medicines incidents occur within homes. It is important that there are systems in place which quickly identify that an incident has occurred so that action can be taken to prevent a recurrence and that staff can learn from the incident. A robust audit system will help staff to identify medicine related incidents.

Management and staff were familiar with the type of incidents that should be reported. The medicine related incidents which had been reported to RQIA since the last inspection were discussed. There was evidence that the incidents had been reported to the prescriber for guidance, investigated and the learning shared with staff in order to prevent a recurrence.

The audits completed at the inspection indicated that medicines were being administered as prescribed.

**3.3.6 What measures are in place to ensure that staff in the home are qualified, competent and sufficiently experienced and supported to manage medicines safely?**

To ensure that patients are well looked after and receive their medicines appropriately, staff who administer medicines to patients must be appropriately trained. The registered person has a responsibility to check that they staff are competent in managing medicines and that they are supported. Policies and procedures should be up to date and readily available for staff reference.

There were records in place to show that staff responsible for medicines management had been trained and deemed competent. Medicines management policies and procedures were in place.

It was agreed that the findings of this inspection would be discussed with staff to facilitate ongoing improvement.

**4.0 Quality Improvement Plan/Areas for Improvement**

One new area for improvement has been identified where action is required to ensure compliance with Standards.

	Regulations	Standards
<b>Total number of Areas for Improvement</b>	4*	8*

\* the total number of areas for improvement includes eleven which are carried forward for review at the next inspection.

The new area for improvement and details of the Quality Improvement Plan were discussed with Ms Melanie Reyes, Manager, and the regional area manager, as part of the inspection process. The timescale for completion commences from the date of inspection.

<b>Quality Improvement Plan</b>	
<b>Action required to ensure compliance with The Nursing Homes Regulations (Northern Ireland) 2005</b>	
<b>Area for improvement 1</b> <b>Ref:</b> Regulation 14 (2)(a)  <b>Stated:</b> First time  <b>To be completed by:</b> With immediate effect (10 July 2024)	The registered person shall ensure that all precautions are in place to minimise the risk of fire and protect patients, staff and visitors.  <b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  <b>Ref:</b> 2.0
<b>Area for improvement 2</b> <b>Ref:</b> Regulation 13 (7)  <b>Stated:</b> First time  <b>To be completed by:</b> With immediate effect (10 July 2024)	The registered person shall ensure the IPC issues identified during the inspection are addressed.  <b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  <b>Ref:</b> 2.0
<b>Area for improvement 3</b> <b>Ref:</b> Regulation 14 (2)(a)  <b>Stated:</b> First time  <b>To be completed by:</b> With immediate effect (10 July 2024)	The registered person shall ensure that all parts of the home to which patient have access to are free from hazards to their safety.  <b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  <b>Ref:</b> 2.0
<b>Area for improvement 4</b> <b>Ref:</b> Regulation 29  <b>Stated:</b> First time  <b>To be completed by:</b> 31 July 2024	The registered person shall ensure that all actions required following the monthly monitoring visits are followed up in a timely manner, signed and dated.  <b>Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  <b>Ref:</b> 2.0

<b>Action required to ensure compliance with the Care Standards for Nursing Homes (December 2022)</b>	
<p><b>Area for improvement 1</b></p> <p><b>Ref:</b> Standard 31</p> <p><b>Stated:</b> First time</p> <p><b>To be completed by:</b> With immediate effect (26 November 2024)</p>	<p>The registered person shall ensure that all controlled drugs are denatured and rendered irretrievable before being placed in waste containers and that records reflect this process.</p> <p>Ref: 3.3.2 &amp; 3.3.3</p> <hr/> <p><b>Response by registered person detailing the actions taken:</b></p> <p>Policy and Standard Operating Procedure on Management of Controlled Drugs has been re-enforced to all staff to ensure compliance to protocol on denaturing discontinued controlled drugs are adhered to and appropriately recorded in the destruction book. Supervision and safe care huddle carried out with trained staff discussing same.</p> <p>Records of destruction and disposal of controlled drugs checked and audited regularly as per Medication Management Policy</p>
<p><b>Area for improvement 2</b></p> <p><b>Ref:</b> Standard 23</p> <p><b>Stated:</b> Second time</p> <p><b>To be completed by:</b> 30 July 2024</p>	<p>The registered person shall ensure that where a patient has been assessed as requiring repositioning, the care plans and repositioning charts are consistent in relation to the recommended frequency of repositioning.</p> <hr/> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p> <p>Ref: 2.0</p>
<p><b>Area for improvement 3</b></p> <p><b>Ref:</b> Standard 23</p> <p><b>Stated:</b> Second time</p> <p><b>To be completed by:</b> 30 July 2024</p>	<p>The registered person shall ensure the following in relation to wound care:</p> <ul style="list-style-type: none"> <li>• a record is maintained of all wound care interventions reflective of the recommended frequency of dressing renewal within the care plan</li> <li>• the type of pressure relieving mattress in use by the patient and mattress setting is reflective of the patients care plan.</li> </ul> <hr/> <p><b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b></p> <p>Ref: 2.0</p>

<b>Area for improvement 4</b> <b>Ref:</b> Standard 40 <b>Stated:</b> First time <b>To be completed by:</b> 31 August 2024	The registered person shall ensure staff have individual recorded formal supervision no less than every six months.
	<b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  Ref: 2.0
<b>Area for improvement 5</b> <b>Ref:</b> Standard 44 <b>Stated:</b> First time <b>To be completed by:</b> 30 July 2024	The registered person shall ensure that the premises remain well-maintained and suitable for their purpose. This is in relation to curtains in a bedroom and a damaged kitchenette.
	<b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  Ref: 2.0
<b>Area for improvement 6</b> <b>Ref:</b> Standard 48 <b>Stated:</b> First time <b>To be completed by:</b> 30 July 2024	The registered person shall ensure that precautions are in place to minimise the risk of fire and protect patients, staff and visitors.
	<b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  Ref: 2.0
<b>Area for improvement 7</b> <b>Ref:</b> Standard 5.3 <b>Stated:</b> First time <b>To be completed by:</b> 15 July 2024	The registered person shall ensure all communal rooms are available for patient use when required.
	<b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  Ref: 2.0
<b>Area for improvement 8</b> <b>Ref:</b> Standard 44.3 <b>Stated:</b> First time <b>To be completed by:</b> 15 July 2024	The registered person shall ensure all rooms within the home are used for the purpose for which they are registered.
	<b>Action required to ensure compliance with this standard was not reviewed as part of this inspection and this is carried forward to the next inspection.</b>  Ref: 2.0

*\*Please ensure this document is completed in full and returned via the Web Portal\**



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