

Austin Ben Ltd

# Austin Ben - Stoke

## Inspection report

Unit 7, Brindley Court  
Lymedale Business Park  
Newcastle under Lyme  
Staffordshire  
ST5 9QA

Tel: 03003650008  
Website: [www.austinben.co.uk](http://www.austinben.co.uk)

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23 February 2023  
03 March 2023

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## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

### About the service

Austin Ben – Stoke is a domiciliary care service that was providing personal and nursing care to 90 people living in their own homes at the time of the inspection. Both younger and older people had a range of support needs such as those with dementia or a physical disability, people with mental health needs, sensory impairments, and children between the ages of 13 to 18. Of those 90 people, 32 of them had support with their medicines from staff.

Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and medicines, for example.

### People's experience of using this service and what we found

People were supported with their medicines safely. People had plans in place, staff were trained, and records were generally well completed. The provider planned to improve the format of recording follow up actions from audits, as these were recorded differently by different staff.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Why we inspected

The inspection was prompted in part due to concerns received about medicines management. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of the full report.

We use targeted inspections to check concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Austin Ben - Stoke on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

### Recommendations

We have made a recommendation for the provider to review all instructions for 'when required' medicines and instructions for medicines.

### Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

**Inspected but not rated**

# Austin Ben - Stoke

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service under the Health and Social Care Act 2008.

This was a targeted inspection to check whether the provider was supporting people appropriately with their medicines, following concerns received about this.

#### Inspection team

Two inspectors visited the provider's office. Two inspectors also made telephone calls to people, relatives, and staff to gain their feedback.

#### Service and service type

This service is a domiciliary care agency. It provides nursing and personal care to people living in their own houses and flats.

#### Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

We gave the service less than 24 hours' notice of the inspection. This was because we needed to be sure the documentation we wanted to view would be available.

Inspection activity started on 23 February 2023 and ended on 3 March 2023. We visited the location's office

on 23 February 2023.

#### What we did before the inspection

We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We asked the local authority for their feedback and they shared information they had received recently. We also asked Healthwatch for feedback about the service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. They did not have any information to share. We looked at information we had received about the service, such as notifications. Notifications are events the provider is required to tell us about. We used all this information to plan our inspection.

#### During the inspection

We had contact with 2 people who used the service to gain their views about the care they received. We also spoke with 5 relatives to determine their thoughts. We reviewed the care and medicine records for 8 people.

We spoke with 10 staff, including care workers, senior care workers, the registered manager and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider. We also reviewed the provider's medicine policy.

# Is the service safe?

## Our findings

At our last inspection this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had received about medicines. We will assess the whole key question at the next inspection of the service.

### Using medicines safely

- People were supported with their medicines safely, although improvements were needed to some instructions on Medication Administration Records (MARs).
- Topical creams had Topical Medication Administration Records (TMARs) in place, however the application instructions were not always clear as to whether they were a regular dose or a 'when required' dose. There was also a lack of detailed instructions if a medicine was 'when required'.
- However, relatives told us they felt satisfied with the support people received with their medicines and were generally complimentary about the support from Austin Ben - Stoke. If something had gone wrong with medicines, this had been identified, action taken, and they had received an apology.
- MARs were in place to record when people had been given their medicines. These were generally well completed.
- People had clear medicine care plans in place. People were offered a choice about whether they took their medicines or not, and their choice was respected.
- Staff knew people's needs well and generally felt confident with administering medicines. Staff had received training to safely administer medicines and had their competency checked.
- Systems were in place to audit MARs and follow up if there were gaps in recording. The provider planned to improve the format of recording follow up actions from audits, as these were recorded differently by different staff.
- An action plan was in place following audits to continue making improvements to medicines management.
- The provider had an appropriate medication policy in place.

We recommend the provider reviews all 'when required' medicine or medicines with additional instructions to ensure there is clear and enough guidance in place for staff.