

## South West Care Homes Limited

# Ashfield

### Inspection report

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### Ratings

Overall rating for this service

Requires improvement 

Is the service safe?

Requires improvement 

### Overall summary

We visited the home on 22 December 2015 for a focused unannounced inspection to look at medicines handling in response to concerns found at our previous inspection.

The home was providing a service to 19 people on the day of our visit.

We carried out an unannounced comprehensive inspection of this service on 12 and 17 June 2015. At the June inspection we identified three breaches of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This inspection in December 2015 was to check whether they had met the legal requirements of Regulation 12 (2) g of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, which relates to the proper

and safe management of medicines. This is part of one of the five questions we ask about services: is the service safe? It was an unannounced focused inspection by a medicines inspector – pharmacist.

We found that there had been improvements to the way medicines were managed in the home. Further improvements to ensure that medicines were safely handled were being planned but had not yet been fully implemented at the time of this inspection. These included changes to staff training and checking, medicines storage and records, and medicines auditing systems.

We have made a recommendation about the management of medicines.

# Summary of findings

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

We always ask the following five questions of services.

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

There had been improvements made to the way medicines were managed in the service since our previous inspection. Further improvements were being implemented, although had not yet been completed at the time of our inspection.

**Requires improvement**



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## Detailed findings

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection checked whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This unannounced inspection took place on 22 December 2015. A pharmacy inspector undertook the inspection.

Prior to the inspection, we reviewed all the information we held about the service. This included notifications we had received. A notification is information about important events, which the provider is required to tell us about by law.

We checked thirteen people's medicines and medicines administration records, and also checked medicines storage systems, training records, policies and audits. We watched some people being given their medicines at lunchtime.

# Is the service safe?

## Our findings

There had been improvements made to the way medicines were managed in the service since our previous inspection. Further improvements were being implemented, although had not yet been completed at the time of our inspection.

There has been updated training for staff on safe medicines handling and administration, and more staff members were being trained to enable them to give medicines to people. Systems were being set up to check that all staff could give medicines safely. There was no-one looking after their own medicines at the time of the inspection, but policies were being put in place to allow people to do this if it was safe for them. Medicines were administered in a safe way to people at lunchtime.

Medicines records were well completed, showing that people received their medicines in the way prescribed for them. The timings of medicines rounds had been improved, however there were difficulties with two people's medicines in order to fit in all four prescribed doses within a suitable time period. The manager and team leader had arranged a safe process to manage this, until all relevant staff have completed their training, and had their competence assessed. New systems have been introduced to record and monitor the use of 'when required' medicines, medicines given in the form of patches, and anti-coagulant medicines. These records helped to show that people were given their medicines correctly.

New monthly and three monthly audits have been introduced, as well as spot checks, which have helped the

manager and team leader to pick up and start addressing any issues with medicines in the home. The supplying pharmacy have visited the home to assess medicines management, and the manager and team leader have started implementing their advice. Storage arrangements have been reviewed and a new medicines room has been assigned. Room temperature monitoring has taken place, and a cooling system has been arranged to be fitted before medicines cupboards can be moved. There were suitable arrangements for storing controlled drugs and medicines needing cold storage. Controlled drugs balances were checked and correct at the time of the inspection. Weekly checks are planned to ensure that these medicines have been administered and recorded correctly. Products with a short 'in-use' expiry period were dated and clearly recorded when opened, to help reduce the risks of infection.

There were systems in place to guide care staff on how to apply creams or other external items and to record when these were applied to people. This helped to show that people had these preparations applied in a suitable way, as prescribed for them.

Medicines information was available for staff and residents. A new medicines policy was being written for the home and was due to be implemented shortly. In the meantime 'good practice' advice was available to guide staff on safe medicines handling.

We recommend that the service continues to make the planned changes to ensure that current guidance on managing medicines in care homes is implemented, and safe practices become fully embedded.