

Nightingale Retirement Care Limited

Nettlestead Care Home

Inspection report

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31 January 2017

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service in November 2016. A breach of legal requirements was found. After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Nettlestead Care Home on our website at www.cqc.org.uk.

We found improvements had been made around the management of medicines and we have revised our rating to good for the safe question. There were now appropriate arrangements in place for the storage, administration, recording and disposal of medicines. Medicines kept on behalf of people using the service were being administered correctly with up to date records kept.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service improved to good.

We found that action had been taken to ensure there were appropriate arrangements in place for the storage, administration, recording and disposal of medicines.

Good ●

Nettlestead Care Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Nettlestead Care Home on 31 January 2017. This inspection was done to check that improvements to meet legal requirements planned by the provider after our November 2016 inspection had been made. We inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting some legal requirements.

The inspection was carried out by one inspector. We spoke with a deputy manager and one senior member of staff. We looked at the systems and records for the management of medicines.

Is the service safe?

Our findings

At our last inspection in November 2016, we found that safe practice was not always being followed around the management of medicines and in keeping up to date auditable records. At this inspection, we found that improvements had been made.

During this inspection we found there were appropriate arrangements in place for the storage, administration, recording and disposal of medicines. People's medicines were stored securely. We saw that an improved system for regularly auditing medicines had been introduced since our last inspection. We checked a sample of different boxed medicines kept on behalf of people using the service and found that these were being administered correctly with up to date records kept. The quantities of medicines we checked corresponded with the records kept by the service in each instance.

During this inspection we observed a senior member of staff administering medicines to people using the service. We saw that they were careful to make sure they were giving the medicines as prescribed to each person. They checked that the person had taken their medicine before signing the administration record.