

Random inspection report

Care homes for older people

Name:	Priscilla Wakefield House
Address:	Priscilla Wakefield House Rangemoor Road Tottenham London N15 4PL

The quality rating for this care home is:	zero star poor service
The rating was made on:	23/04/2010

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:							
Jane Shaw	1	6	0	6	2	0	1	0

Information about the care home

Name of care home:	Priscilla Wakefield House
Address:	Priscilla Wakefield House Rangemoor Road Tottenham London N15 4PL
Telephone number:	02088087196
Fax number:	02088852481
Email address:	reception@precious-homes.com
Provider web address:	

Name of registered provider(s):	Magicare Limited
Name of registered manager (if applicable)	
Type of registration:	care home
Number of places registered:	112

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	112	112
old age, not falling within any other category	0	112
physical disability	112	112

Conditions of registration:									
The maximum number of service users who can be accommodated is :112									
The registered person may provide the following category of service only: Care home with nursing - Code N to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Physical disability - Code PD(E) (maximum number of places: 112) Dementia - Code DE (maximum number of places: 112) Dementia , over 65 years of age - Code DE(E) (maximum number of places: 112) Old Age, not falling within any other category - Code OP (maximum number of places: 112)									
Date of last inspection	2	3	0	4	2	0	1	0	

Brief description of the care home

Priscilla Wakefield House is a large, newly built Nursing Home with 112 places for people with dementia (including early onset dementia) and physical disabilities. The majority of places are for Older People but younger people are also accommodated. There are four floors, which contain different specialist units. The building and environment have been built to an excellent standard and all bedrooms have en-suite facilities. There are a number of lounges and dining areas in each unit as well as outside terraces and gardens. The home has been very well designed. Priscilla Wakefield House has the equipment and facilities required to meet the needs of the people using the service. The stated aims of the home are, 'To help service users remain in control of their lives as far as possible and thus, to maintain their personhood through Person Centred Care'. The home is situated in Tottenham, North London and although there is limited parking the home is near to local bus services and the Victoria Line Underground station. The range of fees are between five hundred and one thousand and five hundred pounds per week.

What we found:

This pharmacist inspection was to check compliance with a Statutory Compliance Notice issued on 4/5/2010 because of concerns over the safe handling of medication.

The notice required the home by 14/06/2010 to:- Ensure the homes medicines policy adequately details procedures, to provide staff with sufficient guidance on all aspects related to the handling and management of service users medications, such as ordering medicines and managing anticoagulation. Ensure that all staff involved in the handling and management of medication within the home are trained in and adequately inducted into the revised medicines policy and procedures. Ensure that a system of robust auditing of medication is consistently and regularly carried out.

We inspected the homes new medication policy and found it to be much improved. It was comprehensive and detailed all aspects of the homes activity including ordering procedures, managing those service users prescribed anticoagulants, and those service users who wished to self medicate. We saw that the medication policy was attached to each medication trolley and all the nurses and care workers were able to explain their understanding of it. We saw that there had been a training session and question and answer session, and all attendees had signed that they understood the homes procedures.

We looked at the MAR charts (Medication Administration Records) in all the flats. We noticed that there were no gaps on the MAR for receipts or administration of medication. No medicines were recorded as out of stock. We saw that all variable doses were accurately recorded and that the GP was clearly indicating on the MAR when a new medicine was prescribed or a dose changed. The home was also keeping discharge letters from hospital, copies of prescriptions and anticoagulant books all accessible so that the currently prescribed dose could be checked .

We checked the homes audits and stock checks in the flats and found all to be accurate. We counted several samples of medication including warfarin tablets, two anticonvulsants and a reducing dose of prednisolone, and noted that all were given as prescribed.

We found that protocols for as required medicines had been expanded so that nurses and care workers knew why they were prescribed and how often to give them.

We looked at a care plan for a service user with epilepsy who frequently refused medication. We saw the care management plan, the risk assessment and seizure chart.

Overall we were satisfied with the progress made and that the Statutory Compliance Notice had been complied with.

What the care home does well:

The home had made significant progress in improving the safe management of

medication. We were satisfied that the new policies and procedures and training supported the safe management of medication and that audits and stock checks would identify shortfalls promptly and maintain a good standard.

What they could do better:

The home now needs to consolidate and maintain the good practices developed.

They could carry out further work on care planning to ensure that the relevant medicines information and risk assessments were always easily located. They could also ensure that when a cream or topical medicine is prescribed that it is always clearly documented on the MAR where the area of application is to be.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes



No



Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action
1	1	4	<p>The Registered Person must ensure that clear information is available on the provision of respite care and how people's needs will be met. There should be clear protocol for respite admissions.</p> <p>Prospective residents need information prior to moving into the home.</p>	02/07/2010
2	3	4	<p>The Registered Person must ensure that the needs of people coming into the home on a short term basis are properly assessed.</p> <p>All prospective residents must have their needs fully assessed so that they can be confident that the home can meet these needs.</p>	02/07/2010
3	3	4	<p>The Registered Manager must ensure that the provision of respite care is reviewed to ensure that the home has the capacity to meet all residents' needs.</p> <p>Residents need to be confident that the home can meet their needs.</p>	02/07/2010

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No.	Standard	Regulation	Requirement	Timescale for action
4	7	12	<p>The Registered Person must ensure that care plans are up to date, comprehensive and reflect people's needs.</p> <p>Residents' needs must be met</p>	02/07/2010
5	8	24	<p>The Registered Person must undertake a complete review of how it meets the food and drink needs of residents. This should broadly cover any factors that could impact on meeting people's needs and include a clear action plan for improvement. This review should form of an wider review of care in the home. A copy must be provided to CQC.</p> <p>Residents' basic needs must be met</p>	02/07/2010
6	8	12	<p>The Registered Person must undertake a complete review of how it meets the food and drink needs of residents. The review should include a clear actions plan for improvement. This should form part of a wider review of the care and management of the home, detailed in the Management section of this report.</p> <p>Residents' basic need must be met</p>	14/06/2010
7	9	13	<p>The Registered Person must ensure the home's medicines policy adequately details</p>	14/06/2010

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>procedures to provide staff with sufficient guidance on all aspects related to the handling and management of service users medications, such as ordering medications and the management of anticoagulant therapy within the service. Statutory Enforcement action is being taken.</p> <p>To maintain the health of the residents.</p>	
8	9	13	<p>The Registered Person must ensure there is an efficient ordering and receipt of medication system in place so as to ensure service users prescribed treatments are consistently available to them. Statutory Enforcement action is being taken.</p> <p>To maintain the health of the residents.</p>	12/05/2010
9	9	13	<p>The Registered Person must ensure that all staff involved in the handling and management of medication within the home are trained in and adequately inducted into the revised medication policy and procedures.</p> <p>To ensure that there are safe systems for managing medication in the home.</p>	14/06/2010
10	9	13	<p>The Registered Person must ensure that a system of robust auditing of medication</p>	14/06/2010

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>is consistently and regularly undertaken.</p> <p>To provide evidence of safe administration of medication.</p>	
11	16	17	<p>The Registered Manager must ensure that all complaints are acknowledged, investigated, outcomes and actions taken communicated and recorded.</p> <p>Complaints policies and procedures must be adhered to.</p>	02/07/2010
12	18	18	<p>The Registered Manager must ensure that all staff receive advanced safeguarding training so they understand the links between safeguarding and good care practice.</p> <p>Residents need to be protected from poor care practice.</p>	31/08/2010
13	27	18	<p>The Registered Person must review its handover system to improve communication about people's needs.</p> <p>Staffing need sufficient time to communicate about residents' needs.</p>	02/07/2010
14	27	18	<p>The Registered Person must put in place a system to keep staffing levels and the competency and experience of staff under review to meet the complex and changing</p>	30/06/2010

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No.	Standard	Regulation	Requirement	Timescale for action
			level of residents' needs. Suitably qualified, competent and experienced staff in sufficient numbers must be working in the home at all times.	
15	30	18	The Registered Person must ensure that care staff are trained in best practice dementia care. Staff must be trained and competent to do their jobs.	31/08/2010
16	30	18	The Registered Person must ensure that staff receive ongoing training in the areas of specialist care that the home offers. Staff need to keep up to date with care practice.	31/08/2010
17	30	18	The Registered Person must ensure that all care staff receive core training relevant to their roles. Staff must be trained and competent to do their jobs.	31/08/2010
18	33	24	The Registered Person must commission a full and thorough review of all aspects of the service, the quality of care, the home's aims and objectives, management and staffing, and an investigation into why the problems identified in this report have come about. This review should be	27/08/2010

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>comprehensive (not piecemeal) and independent. It should include an action plan. A copy must be provided to CQC.</p> <p>The home should review the quality of care and the running of the home to improve practice and management.</p>	
19	35	13	<p>The registered person must ensure there is a clear record for each resident of how they manage their personal finances and that where support is needed systems must be in place that have been agreed with the most appropriate care professional. Any risk management issues must be discussed with care professionals as needed and a plan agreed.</p> <p>This requirement is repeated. Previous due date 01/05/2009</p> <p>This is to ensure that residents at the home are protected from possible financial abuse</p>	27/08/2010
20	35	13	<p>The Registered Person should ensure that residents who are unable to manage their money or do not have nominated person, should have their own accounts.</p>	27/08/2010

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No.	Standard	Regulation	Requirement	Timescale for action
			Residents' money should be protected.	
21	36	18	<p>The Registered Person must ensure that all staff, including management staff, receive regular, comprehensive, individual supervision. This should be properly recorded.</p> <p>The management and practice of supervision helps to improve people's care and staff and supported.</p>	02/07/2010
22	36	18	<p>The Registered Person must ensure that staff who provide supervision must be trained to do so.</p> <p>The management and understanding of supervision helps to improve the resident's care.</p>	02/07/2010
23	37	37	<p>The Registered Person must ensure that CQC is kept informed of all matters covered by Regulation 37.</p> <p>The home must notify CQC of all serious matters affecting the home.</p>	31/05/2010
24	38	23	<p>The Registered Person must ensure that all staff are trained in fire procedures.</p> <p>The home must ensure the safety of people in the home in the case of fire.</p>	31/05/2010
25	38	23	The Registered Person must ensure that at least four fire	31/05/2010

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No.	Standard	Regulation	Requirement	Timescale for action
			<p>drills per year are undertaken and recorded and actions arising from the drills are noted and addressed.</p> <p>The home must ensure that people working and, where far as practicable, people living in the home have the opportunity to become familiar with fire procedures.</p>	

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
1	8	13	<p>That the home continues to robustly audit medication and maintain the improvements made to safely handle medication</p> <p>This is to ensure that the health and welfare of services users is maintained.</p>	01/07/2010

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

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