

Random inspection report

Care homes for older people

Name:	Weir Hotel The
Address:	24 The Weir Hessle East Yorkshire HU13 0RU

The quality rating for this care home is:	two star good service
The rating was made on:	07/07/2009

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:							
Steve Baker	2	5	0	8	2	0	1	0

Information about the care home

Name of care home:	Weir Hotel The
Address:	24 The Weir Hessle East Yorkshire HU13 0RU
Telephone number:	01482643120
Fax number:	01482649282
Email address:	
Provider web address:	

Name of registered provider(s):	Hessle Properties Limited
Name of registered manager (if applicable)	
Linda Josephine Ferriby	
Type of registration:	care home
Number of places registered:	31

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	31	0
old age, not falling within any other category	0	31

Conditions of registration:									
The maximum number of service users who can be accommodated is: 31									
The registered person may provide the following category of service only: Care Home only Code PC To service users of the following gender: Either Whose primary care needs on admission to the Home are within the following categories: Old Age, not falling within any other category, Code OP - maximum number of places 31 Dementia - Code DE, maximum number of places 31									
Date of last inspection	0	7	0	7	2	0	0	9	

Brief description of the care home

The Weir Hotel is a care home that is situated close to the town centre of Hessle, in the East Riding of Yorkshire. It is registered to care for and accommodate 31 older people, including those with dementia related conditions. The home comprises a large semi-detached building that has four floors, with a new single storey extension to the rear. There is a lounge, a dining room and a conservatory that is built over two floors that creates a quiet area where residents can spend their time.

To the rear of the premises is a pleasant garden that is accessible to wheelchair users with assistance. There is easy access to shops, churches, public houses, coffee shops and bus/train services, and there is a small forecourt for parking at the front of the property.

Information about the home is available from the registered manager in the statement of purpose and service user's guide.

What we found:

The reason for this inspection was to check the quality of the medicines management systems following concerns identified at an earlier inspection. A pharmacist inspector spent more than five hours in the home looking at the medication administration record charts (MARs) and at the medicines ordering, receipt, storage and disposal arrangements. The outcome is as follows. People living in the home can expect to be given their prescribed medicines correctly. We found that the medicines management systems in the home mostly follow good practice guidance but some further improvements in record keeping are recommended.

We examined all recent MARs for accuracy and completeness and found no significant administration gaps. We found no evidence that people had run out of their medicines during the last month. There are good communication systems and working relationships in place with local healthcare professionals meaning that any changes in treatment can be acted upon quickly. We found good systems and records in place for those people who wished to look after their own medicines themselves. Some hand written new entries and changes to the MARs had not been signed, fully completed or checked for completeness and accuracy by a second person. The wrong treatment may be given if these details are not copied correctly from the pharmacy label. Some MAR entries for medicines prescribed 'when required' were unclear as staff didn't always record the usual omission codes consistently. We looked at the care plans for some people who were prescribed such medicines. Not all these care plans were sufficiently clear or detailed to ensure staff would use these medicines safely and consistently. Advice should be sought from the appropriate healthcare professional so that such care plans can be updated regularly.

Medicines are stored securely and are only accessible to trained staff so there is now a greatly reduced risk of any loss of medicines from the home. The temperature of the medicines store room is not being checked regularly so staff do not know medicines are being kept at the temperatures recommended by the manufacturer. Current professional guidance on medicines, e.g. about controlled drugs storage and security, was not available in the home. This guidance should be checked regularly for any legal changes or new advice so that staff can be updated. This will help to ensure staff know how to look after people's medicines correctly.

What the care home does well:

People living in the home can expect to be given their prescribed medicines correctly.

What they could do better:

The use of those medicines prescribed 'when required' should be supported by a robust care plan.

All hand written entries and changes to the MARs should be signed and then checked by a second person.

The temperature of all medicines storage areas should be checked regularly.

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	7	15	<p>Care plans must be kept under review and updated appropriately.</p> <p>This is needed to ensure that staff always have current information available to them.</p>	31/08/2010
2	7	13	<p>Care plans must be supported by robust risk assessments.</p> <p>This is needed so that any identified risks can be minimised and care can be provided in the safest possible way.</p>	31/08/2010
3	7	15	<p>Care plans must include sufficient detail to enable staff to provide the care that is needed.</p> <p>Staff can only provide individualised care if they are provided with sufficient detail about the person concerned.</p>	31/08/2010
4	9	13	<p>Medicines within the home must be stored securely and safely. This includes all prescribed medicines including medicines awaiting return to the pharmacy for disposal.</p>	13/08/2010

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
			This is to ensure that only people who have responsibility for this task can access medication.	
5	9	13	<p>Robust records must be kept of medication received into the home, medication administered and medication returned to the pharmacy.</p> <p>This is to ensure that there is a clear audit trail of all medication that comes into the home and leaves the home.</p>	13/08/2010
6	9	13	<p>There must be evidence that people have received their medication as prescribed by their GP or other health care professional.</p> <p>This is to ensure that people's health care needs are fully met.</p>	13/08/2010
7	9	13	<p>Unused medication must be returned to the Pharmacy and there must be evidence of this transaction.</p> <p>This is to ensure that unused medication is not kept on the premises, as this places people at risk of harm.</p>	13/08/2010
8	18	13	The local authority safeguarding adults team must be notified of any allegations or incidents of abuse involving people living at the home.	13/08/2010

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
			This is needed to protect people from the risk of harm.	
9	29	19	Two written references must be in place prior to someone commencing work at the home. This is to ensure that only people who are safe to work with vulnerable people are employed.	30/08/2009
10	38	37	The Care Quality Commission must be notified of any incidents that may affect the well-being or safety of people living at the home. This is needed so that any such incidents can be monitored by the Commission.	13/08/2010

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

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
1	9	Hand written entries to the MARs should be checked for accuracy and completeness by a second person.
2	9	The temperature of all medicines storage areas should be checked regularly.
3	9	The use of medicines prescribed 'when required' should be supported by an up to date robust care plan.
4	9	Staff should record the use of medicines prescribed 'when required' consistently in line with current professional guidance.

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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Email: enquiries@cqc.org.uk

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