

Tealk Services Limited

The Beeches (Seven Kings)

Inspection report

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Ratings

Overall rating for this service

Good



Is the service safe?

Requires Improvement



Overall summary

This inspection took place on 24 June 2015 and was unannounced. At the last inspection on 09 April 2015 we found the service to be breaching regulations as staff were not adhering to safe administration of medicines. 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 The Beeches (Seven Kings) on our website at www.cqc.org.uk.

The Beeches (Seven Kings) is registered to provide care and accommodation for up to ten people with a history of mental illness.

There is a registered manager in place. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At this inspection we found the registered manager had taken sufficient action to ensure people received their medicines safely.

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?

The service was safe as it had suitable arrangements to protect people against the risks associated with the unsafe management of medicines, which included the obtaining, recording, administering, safe keeping and disposal of medicines.

Requires Improvement



The Beeches (Seven Kings)

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 was planned to check 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 inspection was undertaken to check that the provider had made improvements to meet legal requirements after our 09 April 2015 inspection. We inspected the service against one of the five questions we ask about services: Is the service safe? This is because there were instances

where prescribed medicines had been administered but not signed for or not given but signed for. This meant that procedures for administration of medicines were not being followed which put people at risk.

This inspection took place on 24 June 2015 and was unannounced. It was undertaken by an inspector.

Before our inspection we reviewed information we held about the service and the provider such as the action plan the provider submitted setting out how they would become compliant with the breach identified at the previous inspection. During the inspection we spoke with two staff, the deputy manager and the registered manager. We looked at records relating to the management of medicines and also looked at the audits that were carried out by staff on a daily basis to check that medicines were administered safely.

Is the service safe?

Our findings

At the last inspection in April 2015 we found a breach of the regulation in relation to the safe administration of medicines. We sampled all the medicines administration records and noted on two of them that people were not protected against the risks associated with medicines because there were instances where prescribed medicines had been administered but not signed for, or not administered but signed for. This meant that procedures for administration of medicines were not being followed and left people at risk of overdose or not having their medicines as prescribed.

During this visit we looked at all the medicines administration records again and saw that they were all up to date and had been signed for when medicines had been administered or refused. People had received the correct amount of medicine at the right times. There were guidelines in place for people who had medicines prescribed to be taken as and when required (PRN). All staff had completed medicine administration training in May 2015. These arrangements helped protect people from the risks associated with medicines mismanagement because the staff had been assessed as competent to administer medicines safely.

Following our last visit a staff meeting was held where the findings of our inspection were discussed. Staff were also reminded of their responsibilities relating to medicines management during their supervisions.

The service used a recognised monitored dosage system and had procedures regarding the management of medicines. These procedures included details about how medicines should be handled and administered so that the people who used the service would get their medicines when they needed them. Every person who required medicines had an individual medication administration record chart (MAR chart) which clearly stated their name, date of birth and allergy status. We noted all medicines that were received were checked into the service and recorded. Medicines were disposed of appropriately and a record was kept when they were being returned to the pharmacy. Medicines were stored securely in the manager's office using a fixed storage cabinet. The safe storage facilities meant that people using the service could be assured that medicines that had been prescribed for them were handled appropriately.

The deputy manager and registered manager told us and we saw that they conducted regular audits to identify any errors or gaps in administration. This was done on a daily and weekly basis.

We found that the registered manager had taken appropriate actions to ensure that people received their medicines safely.