

Norse Care (Services) Limited

Burman House

Inspection report

Mill Road
Terrington St John
Wisbech
Norfolk
PE14 7SF

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Summary of findings

Overall summary

Burman House is registered to provide accommodation and personal care for up to 32 people.

We carried out an announced inspection of this service on 3 May 2016 following concerns about how medicines were managed.

At the time of this inspection the home had a registered manager. 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 and associated Regulations about how the service is run. The registered manager is also a director of the company who are registered as the provider of the service.

This report only covers our findings in relation to the key question of whether the service provided safe care. We previously carried out a comprehensive inspection on 6 October 2015 at which we rated the service. You can read the report from 6 October 2015, by selecting the 'all reports' link for 'Burman House' on our website at www.cqc.org.uk. We have not changed the rating for the key question of safe in this report and will return to carry out a comprehensive inspection at the home at which we provide an update rating.

We found during this inspection that the provider was effectively managing medicines and administering them in a way which reduced the level of risk.

There was information to support staff with individual's medicine requirements, however some of these were found to be out of date and in need of renewal.

Staff had received training around medicines however some individual's competencies had not been observed for a period of time and was in need of renewal.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

People received their medicines in a timely manner consistent to their needs.

Staff had access to information about people's medicines, however some of these records needed updating.

Staff had received training in medicines, however some of their competencies had not been checked for a period of time and needed renewal.

We have not changed the rating of this key question but will review at the next comprehensive inspection.

Burman House

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.

We undertook a focused inspection of Burman House on 3 May 2016. This inspection was unannounced and was in response to concerns about how medicines were managed. We inspected the service against one of the five questions we ask about services: is the service safe.

The inspection was undertaken by one inspector.

During our visit we spoke to the registered manager and staff. We looked at people's care records and medicines audits and records.

Is the service safe?

Our findings

During the inspection our pharmacist inspector looked at how information in medication administration records and care notes for people living in the service supported the safe handling of their medicines.

Medicines were being stored safely for the protection of people who used the service and at the correct temperatures. Audits were in place to enable staff to monitor and account for medicines. Records showed people were receiving their medicines as prescribed. Our own sample audit conducted during the inspection showed no errors when people were given their medicines.

Supporting information was available to assist staff when giving individual people their medicines. For example, when people were prescribed medicines on an as required basis, there was information to show staff how to administer these medicines to people in a consistent way to meet their needs. For people recently admitted to the home there were systems in place to check their medicines on arrival. There was information available about people's medicine sensitivities and allergies, when known, however, for three people the information was not clearly stated and needed further clarity. For people living at the service who were managing some or all of their medicines there were records showing that the risks around this had been assessed.

Staff handling and giving people their medicines had received training but for some their competence had not recently been assessed.