

Danick Limited

Princess House Seaburn

Inspection report

Princess House
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Tel: 01915483723

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14 December 2016

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Summary of findings

Overall summary

At the last inspection on 1 and 2 June 2016 we found a breach of regulation relating to the management of medicines. Following the inspection the provider wrote to us to say what they would do to meet legal requirements in relation to medicines.

We undertook this focused inspection to check that they had met legal requirements and to confirm that they had followed their action plan and made improvements to the service. 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 Princess House Seaburn on our website at www.cqc.org.uk.

Princess House Seaburn is a care home which provides accommodation and personal care for up to 26 people, some of whom may be living with dementia. There were 23 people living there at the time of our inspection. The accommodation is a three storey detached house in its own grounds on the seafront.

The service 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 2008 and associated Regulations about how the service is run.

At our focused inspection on 14 December 2016 we found medicines were managed safely. Arrangements for administering 'when required' medicines were safe. Medicines were stored securely and at the correct temperature. Prescribed creams were managed and recorded accurately. Appropriate codes had been used on medicine administration records when people did not receive their medicines.

The provider had followed their plan and legal requirements had been met.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We found that action had been taken to improve the safety of the service in relation to medicines.

Medicines were stored appropriately and at the correct temperature.

Prescribed creams were recorded on topical medicine administration records.

There were clear guidelines for staff to follow in relation to 'when required' medicines.

While improvements had been made we could not improve the rating for safe from requires improvement because to do so requires consistent good practice over time. We will check this during our next planned comprehensive inspection.

Requires Improvement ●

Princess House Seaburn

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 was 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 Princess House Seaburn on 14 December 2016. This inspection was completed to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection on 1 and 2 June 2016 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 legal requirements in relation to that question.

The inspection was undertaken by one adult social care 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 our inspection we spoke with the registered manager, one senior carer and two care assistants. We looked at medicine administration records for 10 people and other records related to people's medicine needs.

Is the service safe?

Our findings

At our comprehensive inspection of Princess House Seaburn on 1 and 2 June 2016 we found that the service did not have accurate records and procedures to support and evidence the safe administration of 'when required' medicines and prescribed creams. Medicines were not stored within the recommended limits for safe storage. This was a breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At our focused inspection on 14 December 2016 we found the provider had followed the action plan they had devised to meet shortfalls in relation to the requirements of Regulation 12 described above.

The arrangements for administering 'when required' medicines were safe. There were clear guidelines for staff to follow and each person who needed 'when required' medicines had an individualised support plan in place so staff knew when this was necessary. This meant people were given 'when required' medicines in a safe, consistent and appropriate way.

Appropriate codes were used when medicines had not been administered, for example when a person did not wish to take them. This meant staff could monitor this and medicine administration records (MARs) were completed accurately.

Medicines were stored in a locked trolley secured to the wall, and records were kept of the temperature of the area. Since the last inspection the provider had purchased a new fridge to store medicines such as eye drops. Records were kept of the temperature of the clinical fridge. The temperature of the clinical fridge and the room where medicines were stored were within recommended limits for when medicines are considered most effective.

Prescribed creams were recorded as administered on topical medicine administration records. There was clear guidance and body maps in place for staff regarding the application of prescribed creams so this could take place in the right way and at the right frequency, in line with instructions on people's prescriptions.