

Inspection Report

21 February 2022



Positive Futures Wheatfield Short Break Service

Type of service: Residential Care Home
Address: 1 Wheatfield Gardens, Belfast, BT14 7HU
Telephone number: 028 9018 3277

www.rqia.org.uk

Assurance, Challenge and Improvement in Health and Social Care

Information on legislation and standards underpinning inspections can be found on our website <https://www.rqia.org.uk/>

1.0 Service information

| | |
|---|--|
| Organisation/Registered Provider: Positive Futures Responsible Individual: Mrs Agnes Philomena Lunny | Registered Manager: Mrs Bernice Kelly Date registered: 1 April 2005 |
| Person in charge at the time of inspection: Ms Alexis Ekwueme (Team Leader) | Number of registered places: 5 |
| Categories of care: Residential Care (RC): LD – learning disability LD(E) – learning disability – over 65 years | Number of residents accommodated in the residential care home on the day of this inspection: 2 |
| Brief description of the accommodation/how the service operates: This is a residential care home with five beds which offers short stay accommodation for people living with a learning disability. | |

2.0 Inspection summary

An unannounced inspection took place on 21 February 2022, from 9.40am to 11.25am by a pharmacist inspector.

The inspection focused on medicines management within the home. The purpose of the inspection was to assess if the home was delivering safe, effective and compassionate care and if the home was well led with respect to medicines management.

This inspection focused on medicines management within the home

Following discussion with the aligned care inspector, it was agreed that the areas for improvement identified at the last care inspection would be followed up at the next care inspection.

Review of medicines management found that robust arrangements were in place for the safe management of medicines. Medicine records and medicine related care plans were well maintained. There were effective auditing processes in place to ensure that staff were trained and competent to manage medicines and residents were administered their medicines as prescribed.

Based on the inspection findings and discussions held, RQIA are satisfied that this service is providing safe and effective care in a caring and compassionate manner; and that the service is well led by the management team.

RQIA would like to thank the staff for their assistance throughout the inspection.

3.0 How we inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how they were performing at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the service provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection, information held by RQIA about this home was reviewed. This included previous inspection findings, incidents and correspondence. The inspection was completed by examining a sample of medicine related records, the storage arrangements for medicines, staff training and the auditing systems used to ensure the safe management of medicines. Staff and residents views were also obtained.

4.0 What people told us about the service

There were no residents in the home during the inspection.

One staff member was spoken with. They expressed satisfaction with how the home was managed. They said that they had the appropriate training to look after residents and meet their needs.

Feedback methods included a staff poster and paper questionnaires which were provided to the person-in-charge for any resident or their family representative to complete and return using pre-paid, self-addressed envelopes. At the time of issuing this report, no questionnaires had been received by RQIA.

5.0 The inspection

5.1 What has this service done to meet any areas for improvement identified at or since the last inspection?

| Areas for improvement from the last inspection on 14 December 2021 | | |
|--|--|---|
| Action required to ensure compliance with The Residential Care Homes Regulations (Northern Ireland) 2005 | | Validation of compliance |
| Area for Improvement 1 Ref: Regulation 13(7) Stated: First time | The Registered Person shall ensure that personal protective equipment is worn by staff correctly and in accordance with regional guidance. | Carried forward to the next inspection |
| | Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection. | |
| Area for Improvement 2 Ref: Regulation 3 Stated: First time | The Registered Person shall ensure a variation is submitted to RQIA, to include the provision of additional services. The statement of purpose will require to be changed to reflect this. | Carried forward to the next inspection |
| | Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection. | |

5.2 Inspection findings

5.2.1 What arrangements are in place to ensure that medicines are appropriately prescribed, monitored and reviewed?

There were procedures in place to ensure the safe management of medicines during a resident's admission to the home for a period of respite stay. Staff liaise with the persons with caring responsibility in confirming current medication and in obtaining confirmation from the prescriber regarding any changes.

Personal medication records were in place for each resident. These are records used to list all of the prescribed medicines, with details of how and when they should be administered. It is important that these records accurately reflect the most recent prescription to ensure that medicines are administered as prescribed.

The personal medication records reviewed at the inspection were accurate and up to date. In line with best practice, a second member of staff had checked and signed the personal medication records when they were written and updated to check that they were accurate.

Residents will sometimes get distressed and will occasionally require medicines to help them manage their distress. It is important that care plans are in place to direct staff on when it is appropriate to administer these medicines and that records are kept of when the medicine was given, the reason it was given and what the outcome was. If staff record the reason and outcome of giving the medicine, then they can identify common triggers which may cause the resident's distress and if the prescribed medicine is effective for the resident. The management of medicines prescribed on a "when required" basis for the management of distressed reactions was reviewed. Directions for use were clearly recorded on the personal medication records, and care plans directing the use of these medicines were in place. These medicines were rarely used.

The management of pain was discussed. Staff advised that they were familiar with how each resident expressed their pain and that pain relief was administered when required.

5.2.2 What arrangements are in place to ensure that medicines are supplied on time, stored safely and disposed of appropriately?

As part of the admission process staff must make the necessary arrangements to ensure that the resident's medicines are available for administration as prescribed during their period of respite stay in the home. It is important that medicines are stored safely and securely so that there is no unauthorised access and that appropriate arrangements are made to return medicines to carers at the end of the resident's period of respite stay in the home.

Persons with caring responsibility are responsible for ensuring that sufficient medicines are supplied for each period of respite care and any medicines remaining at the end of this time are returned to them.

The records inspected showed that medicines were available for administration when residents required them.

The medicines storage areas were observed to be securely locked to prevent any unauthorised access. They were tidy and organised so that medicines belonging to each resident could be easily located.

Satisfactory arrangements were in place for the return of medicines to the person with caring responsibility at the end of the resident's period of respite stay in the home.

5.2.3 What arrangements are in place to ensure that medicines are appropriately administered within the home?

It is important to have a clear record of which medicines have been administered to residents to ensure that they are receiving the correct prescribed treatment.

A sample of the medicines administration records was reviewed. The records were found to have been fully and accurately completed. The records were filed once completed.

Controlled drugs are medicines which are subject to strict legal controls and legislation. They commonly include strong pain killers. The receipt, administration and disposal of controlled drugs were appropriately recorded in the controlled drug record book.

Management and staff audited medicine administration on a regular basis within the home. A range of audits were carried out.

5.2.4 What arrangements are in place to ensure that staff can identify, report and learn from adverse incidents?

Occasionally medicines incidents occur within homes. It is important that there are systems in place which quickly identify that an incident has occurred so that action can be taken to prevent a recurrence and that staff can learn from the incident.

A robust audit system will help staff to identify medicine related incidents. Staff were familiar with the type of incidents that should be reported.

The audits completed at the inspection indicated that the medicines had been administered as prescribed.

5.2.5 What measures are in place to ensure that staff in the home are qualified, competent and sufficiently experienced and supported to manage medicines safely?

To ensure that residents are well looked after and receive their medicines appropriately, staff who administer medicines to residents must be appropriately trained. The registered person has a responsibility to check that staff are competent in managing medicines and that staff are supported. Policies and procedures should be up to date and readily available for staff use.

Staff in the home had received a structured induction which included medicines management when this forms part of their role. Competency had been assessed following induction and annually thereafter. A written record was completed for induction and competency assessments.

6.0 Quality Improvement Plan/Areas for Improvement

| | Regulations | Standards |
|--|-------------|-----------|
| Total number of Areas for Improvement | 2* | 0 |

* the total number of areas for improvement includes two which are carried forward for review at the next inspection.

This inspection resulted in no new areas for improvement being identified. Findings of the inspection were discussed with Ms Alexis Ekwueme, Team Leader, as part of the inspection process and can be found in the main body of the report.

Quality Improvement Plan

Action required to ensure compliance with The Residential Care Home Regulations (Northern Ireland) 2005

Area for improvement 1

Ref: Regulation 13(7)

Stated: First time

To be completed by:
Immediate action required
(effective from 14
December 2021)

The Registered Person shall ensure that personal protective equipment is worn by staff correctly and in accordance with regional guidance.

Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.

Ref: 5.1

Area for improvement 2

Ref: Regulation 3

Stated: First time

To be completed by:
1 February 2022

The Registered Person shall ensure a variation is submitted to RQIA, to include the provision of additional services. The statement of purpose will require to be changed to reflect this.

Action required to ensure compliance with this regulation was not reviewed as part of this inspection and this is carried forward to the next inspection.

Ref: 5.1



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