

Rhodsac Community Living Ltd

# Rhodsac Care Home

## Inspection report

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Date of inspection visit:  
26 April 2016

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## Ratings

Overall rating for this service

Good ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

During our previous inspection on 03 March 2016, we found that, although the provider had made improvements to the safe handling and management of medicines, people had been given over the counter homely remedies without the advice from a doctor, pharmacist or nurse. In addition, the necessary written protocols were not in place for staff to refer to ensure that the medication was administered safely.

This was a continued breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection we checked to see if improvements had been made to the systems and processes in place for the safe administration of homely remedies.

At this visit people using the service were out at their chosen activities so they were not able to comment about the homely remedies they received.

We spoke with the registered manager who showed us a homely remedies policy that had been implemented at the service. The written procedure included a list of over the counter remedies that were available in the service with a list of indications for which they can be used. We also saw a record of the agreed dose and maximum period of use before a referral to a GP was made. The registered manager had sought advice from each person's GP and we saw signed letters of approval from the GP in the homely remedies file.

We found there was a procedure for recording any homely remedies administered and a procedure for checking household remedies purchased by or for people who used the service.

The registered manager told us they had also sought further advice from a pharmacist to provide advice on uses, doses and possible interactions with prescribed medicines.

In addition, we found there was a separate book with a running balance and expiry dates of each homely remedy used by people living at the service. The registered manager had also signed up to receive any medical alerts in relation to homely remedies.

We found that homely remedies were stored within the medication storage area, but separated from prescribed medication. They were not be labelled for individuals and we saw that expiry dates were checked regularly.

We also found that staff had been provided with guidance and in-house learning in relation to the use of homely remedies. This meant that people using the service could be treated for minor symptoms and ailments safely and in line with best practice.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

This service was not always safe

Improvements had been made to the administration of homely remedies to ensure people received over the counter medicines safely and in line with best practice.

We could not improve the rating 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**



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## 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 took place on 26 April 2016 and was unannounced. We gave the provider 48 hours' notice because we needed to be sure that the registered manager would be available to support us with the inspection process and provide us with relevant information.

The inspection was undertaken by one inspector.

During this inspection we spoke with the registered manager and looked at the medication records, in relation to homely remedies. We also looked at further records relating to the management of medicines including quality audit checks to determine the action that had been taken since our last inspection.

Although we found that the service was no longer in breach of legal requirements, we have not changed the rating for the service on this occasion, because to do this this would require consistent good practice over a sustained period of time. We therefore plan to check this area again during our next planned comprehensive inspection.

## Is the service safe?

### Our findings

During our previous inspection on 03 March 2016 we found that, although the provider had made improvements to the safe handling and management of medicines, people had been given over the counter homely remedies without the advice from a doctor, pharmacist or nurse. In addition, the necessary written protocols were not in place for staff to refer to ensure that the medication was administered safely.

This was a continued breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During this inspection we checked to see if improvements had been made.

At this visit people using the service were out at their chosen activities so they were not able to comment about the homely remedies they received.

We spoke with the registered manager who showed us a homely remedies policy that had been implemented at the service. The written procedure included a list of over the counter remedies that were available in the service with a list of indications for which they can be used. We also saw a record of the agreed dose and maximum period of use before a referral to a GP is made. The registered manager had sought advice from each person's GP and we saw signed letters of approval from the GP in the homely remedies file.

We found there was a procedure for recording household remedies administered and a procedure for checking household remedies purchased by or for people who use the service.

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In addition, we found there was a separate book with a running balance and expiry dates of each homely remedy used by people living at the service. The registered manager had also signed up to receive any medical alerts in relation to homely remedies.

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