

THE REGULATION AND QUALITY IMPROVEMENT AUTHORITY (RQIA)

FAILURE TO COMPLY NOTICE

Name of Registered Establishment: The Graan Abbey (1215)	Name of Registered Person: Ms Carol Kelly – Responsible Individual
Address of Registered Establishment: The Graan Abbey, Derrygonnelly Road, Enniskillen, BT74 5PB	
Issue Date: 6 December 2018	FTC Ref: FTC000016
Regulation not complied with: The Nursing Homes Regulations (Northern Ireland) 2005 Health and Welfare of patients Regulation 13.— (4) Subject to paragraph (5), the registered person shall make suitable arrangements for the ordering, storage, stock control, recording, handling, safe keeping, safe administration and disposal of medicines used in or for the purposes of the nursing home to ensure that – (a) any medicine which is kept in a nursing home is stored in a secure place; and (b) medicine which is prescribed is administered as prescribed to the patient for whom it is prescribed, and to no other patient; and (c) a written record is kept of the administration of any medicine to a patient.	
Specific failings to comply with regulations: The medicines management inspection on 27 November 2018 evidenced that the management of medicines was not robust. Three of the five areas for improvement identified at the previous medicines management inspection had not been addressed. These included the governance and auditing systems, the management of medication changes and the storage of medicines. The governance and auditing arrangements were not robust. The findings of the inspection indicated that areas for improvement were not being identified and addressed through the management audits. Where registered nurses had identified medication incidents these had not been reported to the prescriber for advice or to the management team for investigation and reporting to RQIA.	

There was evidence that safe systems for the management of medication changes were not in place. There was no clear audit trail to confirm the date when discontinued medicines had been removed from the monitored dosage system and to evidence that they did not continue to be administered.

The integrity of medicines requiring cool storage could not be assured as the medicine refrigerator temperatures were not being monitored daily. No corrective action was being taken when the temperature was outside the recommended range.

Care plans for the management of diabetes and distressed reactions did not provide sufficient detail to direct the nurses when to administer the prescribed medicines.

Discrepancies in the administration of prescribed medicines were observed for several patients. There was evidence that registered nurses had signed for prescribed medicines that they had not administered and not signed for prescribed medicines which they had administered.

Action required to comply with regulations:

The responsible individual must:

- Provide assurance to RQIA that medicines management processes are being monitored for effectiveness. A summary of the medicine audit outcomes and any remedial action taken must be provided by email from the responsible individual, on a weekly basis, to the identified pharmacist inspector in RQIA.
- Ensure that all medication incidents are reported to the prescriber for advice.
- Investigate and report all medicine incidents to RQIA and the relevant health and social care trust. Appropriate action must be taken to prevent a recurrence. There should be systems in place to share the learning identified with the relevant staff.
- Ensure that robust arrangements are in place for the management of medication changes. Records of the transfer of medicines, contained in the monitored dosage system, out of the home and their return must be maintained to provide evidence that discontinued medicines are not administered.
- Ensure that medicines are stored at the correct temperature.
- Ensure that care plans for the management of diabetes and distressed reactions provide sufficient detail to direct the nurses when to administer the prescribed medicines.
- Ensure that medicines are administered as prescribed by the prescriber and that medication administration records are accurately maintained.

The Responsible Individual may make written representations to the Chief Executive of RQIA regarding the issue of a failure to comply notice, within one month of the date of serving this notice.

Date by which compliance must be achieved: 15 January 2019

Signed..........Director of Assurance

This notice is served under The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003 and The Nursing Homes Regulations (Northern Ireland) 2005

It should be noted that failure to comply with some regulations is considered to be an offence and RQIA has the power under regulations to prosecute for specified offences.

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Address of Registered Establishment: The Graan Abbey, Derrygonnelly Road, Enniskillen, BT74 5PB	
Issue Date: 6 December 2018	FTC Ref: FTC000017
Regulation not complied with: <i>The Nursing Homes Regulations (Northern Ireland) 2005</i> Staffing Regulation 20.— (1) The registered person shall, having regard to the size of the nursing home, the statement of purpose and the number and needs of patients – (a) ensure that at all times suitably qualified, competent and experienced persons are working at the nursing home in such numbers as are appropriate for the health and welfare of patients;	
Specific failings to comply with regulations: The outcome of the inspection on 27 November 2018 indicated that there were concerns that medicines were not being effectively managed by the registered nurses which had the potential to impact on the health, safety and well-being of patients. There was a lack of effective management oversight to ensure that registered nurses were following the policies and procedures in relation to all aspects of the management of medicines in the home. There was insufficient evidence to assure RQIA that registered nurses understood the systems in place for the management of medicines.	

Action required to comply with regulations:

The responsible individual must:

- Ensure that registered nurses have had further training in the management of medicines and have been assessed as competent in their role. Training should include guidance on record keeping, the use of the newly introduced monitored dosage system, identifying and managing medication incidents and writing care plans which direct the use of medicines in the management of distressed reactions and diabetes.
- Ensure that all registered nurses are aware of their professional accountability to administer medicines as prescribed and to maintain accurate records.
- Evaluate the effect of the training provided on the practices in the home to ensure that the necessary improvements have been made.
- Take appropriate action if concerns arise regarding the competency of registered nurses.

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Date by which compliance must be achieved: 15 January 2019

Signed.....*J. L. [Signature]*.....Director of Assurance

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