



Jersey Care  
Commission

# **PHARMACY INSPECTION REPORT**

**Lakeside Care Home**

**24 March 2022**

## THE JERSEY CARE COMMISSION PHARMACY INSPECTIONS

Under the Regulation of Care (Jersey) Law 2014, all providers of care homes, home care and adult day care services must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 32 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 to monitor compliance with the Law, Regulations and the designated Standards, in respect of the management of medications.

The inspection was undertaken by a Senior Pharmacist on behalf of the Jersey Care Commission.

## INSPECTION FINDINGS

### Medication Storage

All medications are stored in locked medication rooms.  
These rooms - on upper floor and ground floor - contain two medicines trolleys, a pharmaceutical fridge, wall mounted cupboards and a controlled drugs safe that complies with British Standards specification.

Ground floor controlled drugs balance checked against register. All found to be fine.  
Upper floor controlled drugs balance checked against register. All found to be fine.  
Fridge item storage and daily temperature monitoring is all satisfactory.  
There is no evidence of medication hoarding on either floor.

### Policy and Process

The Barchester Healthcare Ltd Management of Medicines policy is read and signed as understood by all staff responsible for administering medications.  
This is available online, and as a hard copy (issued 7<sup>th</sup> September 2021) at the front of each MAR sheets file.  
The policy covers all the required key points on the NICE medicines policy checklist.

### Administration

Twelve staff signatures for medicines administration on ground floor, sixteen on upper floor.  
Boots Pharmacy supplies all the medications to the home, in original packs.  
The current medicines cycle commenced on 14<sup>th</sup> March.  
Staff record the balance of remaining medication dose units in each pack and record this balance on the MAR sheet following each medicines administration.  
A trained senior and a carer administer controlled drugs and both sign the controlled drugs register.

The following sheets are held in the MAR sheets file:

- The Barchester Healthcare Ltd medicines policy
- Read and understood signature list for Medicines Policy
- Transcribing Hospital Only medications safely onto MAR sheets safely guidance
- Staff signature list for administration of medications
- Photocopies of the original prescription for the current medicines cycle
- PRN (when required) medication protocol sheets
- Supplementary feeds record
- Pharmacy Communication Form – to track prescription supply progress
- Hospital Discharge Summary letter
- Transdermal patch application record
- Diabetic Monitoring Chart
- Insulin Administration record
- Weekly glucometer testing record
- Medicines self-administration information form
- Medicines self-administration assessment plus guidance
- Individual service user medication profile (including ID photo)
- MAR sheet gap analysis form to check for missed initials following administration
- Faces pain rating scale
- Monthly Medication Administration audit checklist (to achieve consistency of standards)

At the time of inspection, the MAR sheet for one service user had not been signed for paracetamol suspension and docusate suspension night doses on 22<sup>nd</sup> March. Another service user had not had 24<sup>th</sup> March morning doses signed for amlodipine, Fostair inhaler, calcichew D3 forte and clopidogrel signed for on MAR sheet. One service user had not had 24<sup>th</sup> March morning doses signed for apixaban, bisoprolol, carbocisteine and clopidogrel.

### **Training and Competency**

Carers hold a minimum of NVQ level 2 (with NVQ level 3 required for medicines administration)

Boots are responsible for the medicines training package and Barchester group offer internal; training with sign off by an external assessor.

In addition, Barchester and Boots each provide e-learning packages.

An annual medication competency assessment is undertaken by the Barchester clinical lead nurse.

The manager of Lakeside Manor is copied into all email communications.

### **Disposal**

Any unused controlled drug medications are returned to the supplying pharmacy and a pharmacist signature is added to the controlled drugs register entry.

Other medications that are no longer required are placed in a separate holding storage container for return to the pharmacy.

**Reporting of Adverse Reactions and Refusals**

Depending on the urgency of the adverse reaction eg. allergies / anaphylaxis, either the GP or a paramedic will be called, without delay. This contact is reinforced with an email. The competency training covers the importance of reporting medication refusals, and the urgency of reporting, specifically for certain classes of medication.

**Incident Management, Recording and Reporting**

Errors are recorded in detail on a Root Cause Analysis – Reportable Medication Error statement, with agreed actions to be taken to minimise the risk of a similar error happening again. A copy of the statement is sent to head office and the Barchester Clinical Governance officer.

The Jersey Care Commission are also notified of every error.

**Audit**

In addition to daily check and sign documentation for medicines administration, a monthly Barchester medication audit is undertaken.

The manager also conducts her own MAR sheet inspection audit.

The manager explained to me that she wishes to introduce a twice daily medicines handover meeting.

**Self-Administration**

For those residents wishing to self-administer their medicines, a self-administration assessment is undertaken within 24 hours of admission, and recorded on the specific document. This is signed by the service user and their nurse.

The assessment is repeated every three months, or sooner if the individual's mental or physical condition deteriorates.

**Covert Administration**

A copy of the multi-agency capacity policy and procedures (Jersey) was forwarded to the manager. This document details the procedure for consultation to initiate cover medication administration and includes the official best interest form (to be signed by specific representatives)

**PRN and non-prescribed medication**

No homely / over the counter purchased medications are held in the home.

Barchester provide PRN (when required) Medication Protocol sheets (one for each PRN medication). These are filed alongside the MAR sheets. They specify details of the dosage criteria, minimum dose intervals to be adhered to etc.

## IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection.



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