



## SCL Care Limited

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### Response to CQC Inspection Findings - Action Plan

At Meadowcroft Residential Care Home, we take the safety and well-being of our residents as our utmost priority. Following the recent Care Quality Commission (CQC) inspection, we have taken proactive measures to address the identified areas for improvement regarding the safe handling and administration of medicines. We are committed to ensuring the highest standards of care and compliance with regulatory requirements.

**Medicines Stock Counts:** The day before our inspection, we received a large quantity of medications late into the night, owing to our pharmacy's delivery driver experiencing vehicular issues. This meant the Senior on duty had to rush booking in this large quantity of medication, with a plan to then re-review the medication stock levels the next day and well in advance of the start of that medication cycle. We have since engaged in discussions with our pharmacy to optimise medication delivery schedules, ensuring that medications arrive at suitable times to facilitate accurate booking-in and stock counts. Despite unforeseen circumstances, such as vehicular issues, we have also implemented protocols to securely store medications separately in exceptional circumstances where late delivery occurs. This enables us to promptly update stock counts the next morning, ensuring accuracy and accountability.

**Safe Storage of Medicines:** Immediate action was taken to rectify the issue of topical, non-medicated creams being stored in unlocked rooms. Each service user's bedroom now features a dedicated locked storage area for these creams, promoting safe and secure storage practices. Our staff members have been thoroughly briefed on the importance of adherence to these protocols to uphold resident safety.

**Medicines Administration Guidance:** We have collaborated with our GP and pharmacist to enhance the clarity and comprehensiveness of medicines administration guidance, particularly concerning the inclusion of detailed manufacturer's instructions. While awaiting updated instructions, we have ensured that all medications are accompanied by sufficiently detailed guidance to support safe administration practices.

**Oversight of Medicines Administration Systems:** To strengthen oversight of our medicines administration systems, we have implemented fortnightly medication stock checks conducted by our Registered Manager and Head Senior. These checks, coupled with monthly medication audits, ensure alignment between physical stock levels and electronic Medication Administration Record (eMAR)



records. Any discrepancies are promptly addressed to maintain accuracy and compliance.

We are confident that these proactive measures not only address the concerns raised during the inspection but also reinforce our commitment to providing safe, compassionate, and high-quality care to our residents. Our dedication to continuous improvement and adherence to regulatory standards remains unwavering.

For further reassurance and transparency, evidence of our ongoing audits and actions taken to address the CQC findings will be readily available in our digital records system. We remain steadfast in our commitment to upholding the trust and confidence placed in us by our residents, families, and regulatory authorities.

Should you have any queries or require additional information, please do not hesitate to contact us.

Sincerely,

*Pam Badhan*

Registered Manager  
Meadowcroft Residential Care Home

