

Ms Sivanithy Rajaratnam

# Abbey House - Morden

## Inspection report

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### Ratings

Overall rating for this service

Good



Is the service effective?

Good



Is the service responsive?

Requires improvement



### Overall summary

We carried out an unannounced comprehensive inspection of this service on 15 July 2015 and two breaches of legal requirement were found. This was because the provider did not provide support to staff in the form of one to one supervision sessions or annual appraisals, in order for staff to consider their practice and professional development. We also found that leisure and recreational activities were not consistently offered to everyone at living at Abbey House thereby reducing people's choices in their daily lives and not promoting their independence.

After the comprehensive inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breaches.

We undertook a focused inspection on the 11 November 2015 to check that they had followed their action plan and to confirm that they now met legal requirements. This inspection was unannounced.

This report only covers our findings in relation to this requirement. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Abbey House on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Abbey House is a care home which provides accommodation and personal care for up to 12 older people who have mental health needs.

The service had a registered manager in post. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

During our focused inspection we found that the provider had followed their action plan. We saw legal requirements had been met by the provider because they

# Summary of findings

provided support to their workforce through one to one supervision meetings and annual appraisals. The home had also increased the number and range of activities available to people in order to better meet their needs,

# Summary of findings

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

We always ask the following five questions of services.

### Is the service effective?

We found that appropriate action had been taken by the provider to ensure staff felt supported.

The provider had put procedures in place to make sure staff received regular one to one supervision sessions and annual appraisals.

This meant that the provider was now meeting legal requirements. We have been able to revise the rating from 'requires improvement' to 'good' as we need to see evidence the provider is able to sustain this improvement over time.

Good



### Is the service responsive?

We found that appropriate action had been taken by the provider to ensure people were offered a range of social and recreational activities based on people's preferences and wishes.

This meant that the provider was now meeting legal requirements. We have been unable to revise the rating from 'requires improvement' to 'good' as we need to see evidence the provider is able to sustain this improvement over time.

Requires improvement



# Abbey House - Morden

## 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 checked 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 unannounced focused inspection was undertaken by an inspector on 11 November 2015. This inspection was arranged to check that improvements to meet legal

requirements planned by the provider after our comprehensive inspection in July 2015 had been made. We inspected the service against two of the five questions we ask about services: is the service effective? Is the service responsive?

Before our inspection we reviewed the information we held about the service, this included the provider's action plan, which set out the action they would take to meet legal requirements.

During our inspection we visited the home and looked at records relating to members of staff. We spoke with two people living at the home and the registered manager.

# Is the service effective?

## Our findings

At our comprehensive inspection of this service on 15 July 2015 we found the provider was in breach of a legal requirement because the service was not providing sufficient support to staff for them to undertake their roles and responsibilities. Nor did the provider have any procedures in place for annual appraisals. This meant staff were not given sufficient support to ensure they were able to meet the needs of people effectively. This placed people using the service at risk of receiving inappropriate care and support.

Staff told us previously the registered manager was approachable and that their views would be listened to and acted upon. However, we also found evidence that staff were not receiving one to one supervision or annual appraisals. This was confirmed by the registered manager who told us they had plans in place to address the issue once the new deputy manager was established in post.

At this focused inspection we looked at documentation to check the provider had completed the tasks identified in their action plan and saw that all staff have had a recent appraisal which focused on their learning and professional development.

We also looked at records of one to one meetings held between the registered manager and individual members of the staff team. We saw that every staff member had at least one supervision session since our last inspection in July, with many staff having had two. We saw recorded minutes of these meetings which showed staff had an opportunity to discuss their roles and responsibilities. There was also an opportunity for staff to discuss any personal issues which may have impacted on their performance at work. We saw the registered manager had appointed two new members of staff who were receiving more support through the supervision process. This meant people were now being supported and cared for by staff who had skills and knowledge to perform their roles and responsibilities.

# Is the service responsive?

## Our findings

At our comprehensive inspection of this service on 15 July 2015 we found the provider was in breach of a legal requirement in relation to people being given opportunities to participate in fulfilling and meaningful activities.

Although we found some people were involved in activities, these were not consistently offered to everyone living at Abbey House. Nor were these activities tailored to people's personal needs and wishes. In not providing a range of activities to everyone, the service was restricting people's opportunity to be autonomous and maintain their independence.

At this focused inspection we spoke with two people and looked at various documentation in relation to activities. We saw that the service had made contact with various groups and charities. This included a charity involved in offering support to people with a visual impairment. The charity had recently become involved with two people living at the home and made arrangements for them to

attend a specialist day centre. The home had also approached a local day centre for people with mental health issues; however, people living in the home had declined to attend.

On an individual level, one person continued to go shopping every week for specific food items from their home country. In addition, someone was now meeting a relative regularly and another person was going to the hairdressers and shopping for personal items. Within the home, people were also more engaged in household chores, such as laying the table, light dusting and watering plants. The home continued to offer some activities within the home which included a weekly Bible session for those that wished to participate and occasional musical entertainment. People were being supported to follow their interests and take part in social activities. People were also being encouraged to maintain relationships with people that mattered to them, reducing the possible social isolation. We are unable to change the rating from 'requires improvement' to 'good' as we would like evidence that this improvement can be sustained over time.