

D E & J Spanswick-Smith

# Abbotsford - Pinner

## Inspection report

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service on 28 and 30 September 2016 at which there were breaches of legal regulations. For one of those breaches we issued the service with a warning notice. This was in relation to the assessment of risks to the health and safety of people using the service not being carried out appropriately. We found that risks were not consistently being identified for people and their specific needs which meant risks were not being managed effectively.

We undertook an unannounced inspection on the 9 January 2017 to check whether the service had met the warning notice and to confirm that they now met legal requirement. We inspected the safe domain only at this inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Abbotsford - Pinner' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Abbotsford - Pinner is a care home for older people providing accommodation and care for up to 24 people.

There was a registered manager in post at the time of our inspection. 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.

At this focused inspection on 9 January 2017, the service demonstrated that they had taken sufficient action to comply with the warning notice and that the legal requirements had been met.

We found that risk assessments included more detail and reflected potential risks to people. We saw evidence that the service had appropriate risk assessments for people which included mobility, mobility equipment, medicines administration and diabetes where necessary. Risk assessments also included information about preventative actions that needed to be taken to minimise risks as well as measures for staff on how to support people safely.

We need to be sure that the service is able to demonstrate that they are able to consistently meet Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We will therefore look at this Regulation again at the next comprehensive inspection we carry out.

## 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 inspection focused on the warning notice in respect of risk assessments. We found that risk assessments had improved since our inspection in September 2016.

The service had reviewed their risk assessments and had taken sufficient action to comply with the warning notice in respect of risk assessments.

We could not improve the rating for this question to 'good' from 'requires improvement' because we need to be sure that the service is able to demonstrate consistent good practice over time. We will review our rating for safe at the next comprehensive inspection.

**Requires Improvement** ●

# Abbotsford - Pinner

## **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 was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 in relation to the warning notice issued to the service following the comprehensive inspection on 28 and 30 September 2016.

We undertook a focused inspection of Abbotsford – Pinner on 9 January 2017. This inspection was completed to check that improvements to meet legal requirements in relation to the warning notice had been made in respect of risk assessments.

The inspection was undertaken by one inspector.

During the inspection we spoke with the registered manager and reviewed records relating to people's care focusing on risk assessments.

# Is the service safe?

## Our findings

At our inspection on the 28 and 30 September 2016, we found that the assessment of risks to the health and safety of people using the service was not being carried out appropriately. Risks were not being identified for people and their specific needs which meant risks were not being managed effectively and this could put people at risk of harm. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. A warning notice was served in respect of this breach and the service was given until the 1 December 2016 to meet the regulation.

The purpose of this focused inspection on 9 January 2017 was to check what action had been taken. We found the service had taken steps to meet the regulation and address our concerns in relation to risk assessments.

The registered manager explained to us that after the comprehensive inspection in September 2016, she held a meeting with staff to discuss risk assessments and identify potential risks. She explained that care staff understood people's needs and therefore she thought their input would be helpful when identifying potential risks. During this inspection we looked at the risk assessments of the seven people we looked at during the inspection in September 2016 as well as a further two people's risk assessments.

The inspection in September 2016 found that risk assessments contained limited information and lacked information about preventative actions that needed to be taken to minimise risks as well as measures for staff on how to support people safely. During the inspection in January 2017 we noted that risk assessments had been updated and they included information about risks associated with people's individual needs. We found where necessary people had mobility risk assessments, which included risk assessments for mobility equipment. People also had risk assessments for medicine administration as well as diabetes. We found that the risk assessments had been updated so that they included information about preventative actions that needed to be taken to minimise risks as well as measures for staff on how to support people safely.

The registered manager explained that the service had reviewed all people's risk assessments and said that they would review these monthly. We saw evidence that these risk assessments were reviewed monthly to ensure that they reflected people's ongoing changes.

During this inspection we found that risk assessments included more detail and reflected potential risks to people. The service demonstrated that they had taken sufficient action to comply with the warning notice. However, we need to be sure that the service is able to demonstrate that they are able to consistently meet regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 over time and we will inspect this again at our next comprehensive inspection.