

Family Mosaic Housing

148 Hornsey Lane

Inspection report

148 Hornsey Lane
Islington
London
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12 May 2016

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Ratings

| | |
|---------------------------------|--------|
| Overall rating for this service | Good ● |
| Is the service safe? | Good ● |

Summary of findings

Overall summary

At the last unannounced inspection on 28 January 2016, we found that the provider was not meeting the regulation with regards to risk to the health and safety of service users. After the inspection, the provider wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook this focused inspection to check that they had followed their plan and to confirm if they now met the legal requirement. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for (location's name) on our website at www.cqc.org.uk

148 Hornsey Lane provides accommodation and support with personal care for up to 12 older men and women with mental health needs. At the time of our inspection there were 11 people living at the home.

A registered manager was in place at the time of the inspection. A registered manager is a person who has registered with the Care Quality Commission 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 the last inspection on 28 January 2016 we saw risk assessments had not been undertaken for people around accessing support if the lift was out of action. Steps had not been put in place to minimise such risks. All of the bedrooms are on the first and second floor except one which was on the ground floor.

At this inspection steps had been taken to assess risks for people and measures were in place to minimise the risks identified, particularly around the use of the stairs if the lift failed. Risk assessments were in date and were reviewed regularly.

A business continuity plan had also been introduced that outlined how risks would be managed in the case of unexpected incidents or emergency situations.

At this inspection we looked specifically at the previous breach of regulation 12 in the key area of safe. The service had been rated as good overall at the previous inspection and this rating has not changed.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe. Risks had been assessed for people particularly around mobility and safe use of the stairs. Measures had been put in place to minimise risks identified.

Risk assessments were reviewed regularly and when people's needs had changed.

A business continuity plan had been introduced that outlined how risks would be managed in the case of unexpected incidents or emergency situations.

148 Hornsey Lane

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 inspection took place on 12 May 2016 and was unannounced. It was carried out by a single inspector. This was a focused inspection to check if improvements had been made to meet the legal requirements planned by the provider after a focused inspection on 28 January 2016 where we looked at the improvements made in the area of staffing.

We inspected the service against one of the five questions we ask about services: is the service safe? This is because the service was not meeting a legal requirement in relation to this key question.

We spoke with three people who used the service and three staff members including the registered manager. We also gained feedback from a local commissioner and health and mental health professionals involved with the service. We looked at four care records as well as policies, procedures and protocols relating to care planning and risk assessments.

Is the service safe?

Our findings

At the last inspection on 28 January 2016 risk assessments for people around accessing support if the lift was out of action, had not been undertaken and steps had not been put in place to minimise such risks. The bedrooms are located on the first and second floor except for one which is on the ground floor.

At this inspection steps had been taken to assess risks for people and measures were in place to minimise the risks identified. A business continuity plan had also been introduced that outlined how risks would be managed in the case of unexpected incidents or emergency situations.

People we spoke with told us they were happy with the support offered at the home. One person said, "All the staff are nice and helpful, especially the manager". Another told us they felt safe at the home and staff were always available to support them whether it was inside or outside of the home. They told us they were able to use the stairs if the lift was not working and some told us they preferred to use the stairs and didn't like the lift.

Each care record had a comprehensive risk assessment that included a newly devised mobility prompt designed to identify any potential risks for people using the stairs. Measures in place on each mobility prompt included supervised use of the stairs, the use of a pendant alarm for people who needed to call for assistance and the use of the downstairs room for people who may not be able manage the stairs in case of a lift failure or if they needed to be closely monitored by staff.

The registered manager explained that in some cases, extra resources, for example extra support during the night had been requested in response to a person's deteriorating health, which meant they couldn't use the stairs or access support in an emergency. This was confirmed on the documentation we saw.

Staff and the registered manager were able to explain how to respond to potential risks for people including updating risk assessments after a change in a person's condition or an accident or incident. We saw that one person had a risk assessment reviewed and updated recently due to them having cellulitis which made moving around more difficult. Risk assessments were in date and were reviewed regularly.