

## Annual service review

**Name of Service:** The Yelverton Nursing and Residential Home

|   |                              |   |   |   |   |   |   |   |
|---|------------------------------|---|---|---|---|---|---|---|
| The quality rating for this care home is: | three star excellent service |   |   |   |   |   |   |   |
| The rating was made on:                   | 2                            | 8 | 1 | 0 | 2 | 0 | 0 | 8 |

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

**Has this annual service review changed our opinion of the service?** No

You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:

|  |  |  |  |  |  |  |  |  |  |
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|                           |  |   |   |   |   |   |   |   |
|---------------------------|--|---|---|---|---|---|---|---|
| <b>Name of inspector:</b> | <b>Date of this annual service review:</b> |   |   |   |   |   |   |   |
| Anita Sutcliffe           | 2  | 2 | 1 | 0 | 2 | 0 | 0 | 9 |

## Information about the service

|                       |   |
|-----------------------|---|
| Address of service:   | 2-4 Greenbank Terrace<br>Yelverton<br>Devon<br>PL20 6DR |
| Telephone number:     | 01822852641   |
| Fax number:           | 01822854419   |
| Email address:        | peter.james@yelverton-nursing-home.co.uk                |
| Provider web address: | www.yelverton-nursing-home.co.uk                        |

|  |                    |
|--|--------------------|
| Name of registered provider(s):            | LarkCastle Limited |
| Name of registered manager (if applicable) |                    |

|  |                                   |         |
|--|-----------------------------------|---------|
| Mrs Tracey Thomas                              |                                   |         |
| Conditions of registration:                    |                                   |         |
| Category(ies) :                                | Number of places (if applicable): |         |
|  | Under 65                          | Over 65 |
| dementia                                       | 0                                 | 5       |
| old age, not falling within any other category | 0                                 | 24      |
| physical disability                            | 0                                 | 27      |

|                             |
|-----------------------------|
| Conditions of registration: |
|-----------------------------|

The maximum number of service users who can be accommodated is 33.

The registered person may provide the following category of service only: Care home with nursing - Code N to service users of either gender whose primary care needs on admission to the home are within the following categories: Dementia - over 65 years of age (Code DE(E)) - maximum 5 places Old age, not falling within any other category (Code OP) - maximum 24 places Physical disability over 65 years of age (Code PD(E)) - maximum 27 places

|   |     |
|---|-----|
| Have there been any changes in the ownership, management or the service's registration details in the last 12 months? | Yes |
|---|-----|

|                              |  |
|------------------------------|--|
| If yes, what have they been: | There have been three changes to the registration status of the home in the last 12 months. The number of people living with dementia at the home has increased from 3 to 5, the registration of a new manager Mrs Tracey Thomas and an increase of overall numbers at the home to 33. |
|------------------------------|--|

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| Date of last key inspection:                        | 2 | 8 | 1 | 0 | 2 | 0 | 0 | 8 |
| Date of last annual service review (if applicable): |   |   |   |   |   |   |   |   |

#### Brief description of the service

The Yelverton Nursing and Residential Home is a privately owned care home registered for up to thirty-three people with nursing or residential needs. It can accommodate up to five people who may be living with dementia and are over 65, up to twenty four who may have physical disability who are over 65 and up to 24 who are frail through old age alone. The home is not registered to provide intermediate care.

The Yelverton Nursing and Residential Home is a refurbished Edwardian house that has been successfully modified over the years to provide nursing and residential care. The home is on three floors with passenger lift or stair lift access to all parts of the building. It offers a variety of accommodation, to include two double rooms and many rooms with en suite facilities. There is a pleasant patio approach to the home and a large patio area at the rear. The home employs registered nurses to deliver nursing care and to support care staff in the delivery of care. The home is well equipped to deliver the care for which it is registered. The home is very close to Yelverton village and there is level access to local amenities.

The fees at The Yelverton Nursing and Residential Home range from £380 to £620 for single occupancy of a double room. Additional extras are nursing care, and hairdressing, chiropody, newspapers, special interest journals and magazines, dry cleaning, glasses, clothes, and any sundry items, all at commercial rates. There is also a fee for a hospital car to provide transport to hospital appointments with an additional fee for an escort.

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review. This included:

The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Surveys returned to us by people using the service and from other people with an interest in the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

The previous key inspection.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make. For example, from listening to people who use the service they have now made changes in the menu and have arranged a coach trip on the Moor.

We received six responses from people who use the service, some completed with the help of their family. Four told us they always receive the care and support they need and two said they usually do. Three told us staff are always available when they need them and three said they usually are. Three told us staff always listen and act on what they say and three said they usually do, and five told us they always get the medical care they need and one said they usually do. All told us they know who to speak with informally if they are not happy and they also know how to make a formal complaint should they need.

We have not received any complaints about the service but an alert was raised and handled by the local authority safeguarding team. That alert is now closed, the person raising the alert is happy with the outcome and we are told the manager, Mrs Tracey Thomas, dealt with the concerns "robustly".

Comments from people who use the service include: "Staff are always prepared to listen and most problems are solved" and "It is a very friendly home. The matron and

staff are very caring and I would recommend it to anybody". Asked what could be improved we were told: "Attention to detail, such as cleaning hands at meal times".

The staff responses to survey were mostly very positive with comments including: "Any suggestions made for improvements Matron welcomes and will discuss with relevant members of staff, clients or their relatives" and "A very happy home, relatives and friends are always welcomed".

Two survey responses from health care professionals were received. They said they are usually happy with all aspects of the service provided and include the comment: "The home strives to promote health and well-being of individuals and maintains a caring and friendly environment whilst providing trained care as needed". However, they felt improvement could be made through improved wound planning and more allowance for people's personal needs and wishes.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide excellent outcomes for the people who use it.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan, and will do a key inspection by 28th October 2011.

However we can inspect the service at any time if we have concerns about the quality of the service or the safety of the people using the service.

## Reader Information

|                      |   |
|----------------------|---|
| Document Purpose:    | Annual service review                   |
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