

Annual service review

Name of Service: Valerie Manor Care Home

The quality rating for this care home is: two star good service

The rating was made on:

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:

Name of inspector:

Annie Taggart

Date of this annual service review:

2 1 0 7 2 0 0 9

Information about the service

Address of service:	Henfield Road Upper Beeding West Sussex BN44 3TF
Telephone number:	01903812105
Fax number:	
Email address:	zoe@valeriemano.co.uk
Provider web address:	

Name of registered provider(s):	Home Care Home Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	15

Conditions of registration:		
The maximum number of service users to be accommodated is 15.		
The registered person may provide the following category/ies of service only: Care home only - (PC) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category (OP).		
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No	
If yes, what have they been:		

Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
Valerie Manor is a private care home registered for fifteen residents aged 65 years and older. It is a large, detached historic manor house, which has been converted into a care home. There is ample parking space and a large secluded garden set one acre of grounds. The home is located close to the village of Bramber, and the small town of Steyning where there are shops and other amenities. Upper Beeding has a pharmacy, newsagent and small supermarket. The home is close to a local bus route for Steyning,

Shoreham, Worthing, and Brighton.

The owner, Ms. Zoe Jane Bates is also the Registered Manager

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

What did we do for this annual service review?

We looked at 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 the people using the service

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

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

The previous key inspection report

Surveys from service users and other people involved with the home.

What has this told us about the service?

This Annual Service Review (ASR) was completed on 20/07/2009 and from the information we have received, we have not changed our opinion about the quality of care currently being provided in the home. At the last key inspection visit, which was carried out on 28th July 2008, we found that people were living in a comfortable, homely and safe environment and they told us that they were happy living in the home. People have their individual needs and wishes assessed and recorded in a plan of care; they had access to good healthcare support and had activities and outings on offer. The home was working well with other professionals and people were involved in choices about their care. There was a caring and competent staff team in place and the home was being well managed.

The AQAA was completed by the manager of the home and returned to the Commission in the given timescales and it contained very clear and comprehensive information about the home.

In the AQAA we are told that the information available about the home has been updated and the home's web site is also updated in a regular basis.

We are told that people are involved in their assessment and care planning process and that families and other professionals are also involved. We are told that the home is working well with other professionals and that medication is well managed. All staff complete a twelve week course on medication with a local college.

Both in the AQAA and in returned surveys we are told that people are involved in the running of their home and that there is a range of activities and outings on offer. People have their choice and privacy respected and an example give of this that when requested by service users, breakfast times were extended and extra staff were on duty in the evening in order to sit and chat to people. Service users also have been involved in making the 'Valerie Manor quilt', which has been donated to a charity for homeless people.

The AQAA tells us that there have been many improvements made to the environment by new carpets and furniture being fitted and the home is taking part in the 'Cleaner, Safer Homes campaign.

We are told that the home continues to develop the training and competence of the staff team by an intensive staff training programme and the staff team were runners up in the Royal Bank of Scotland, Contribution to Care Awards 2008. The manager of the home is also taking a degree level course in Person Centred Dementia Care.

We are told that one formal complaint has been received since the last inspection visit and four safeguarding alerts, raised by the home have been investigated by the West Sussex Safeguarding Team. All are now closed with appropriate action being taken by the home.

Returned surveys from service users were very positive about the home, describing it as having a 'cheerful and happy atmosphere' people said that the staff team were kind and attentive and the home was being well managed.

The home continues to let us know the things that have happened since the last key inspection and have shown us that they manage issues well. They work well with us and have shown that us that the service continues to provide good 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 out inspection plan, and will carry out a key inspection by 28/07/2010

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

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