

## Annual service review

Name of Service: Tudor Lodge

The quality rating for this care home is: three star excellent service

The rating was made on: 0 3 1 2 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:

Name of inspector:

Date of this annual service review:

Jane Poole

2 5 1 1 2 0 0 9

## Information about the service

Address of service:	8 Brightstowe Road Burnham-on-Sea Somerset TA8 2HW
Telephone number:	01278784277
Fax number:	01278786844
Email address:	mail@tudorlodge.net
Provider web address:	www.tudorlodge.net

Name of registered provider(s):	JDA Care Limited		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	27	
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:	0	3	1	2	2	0	0	8
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
Tudor Lodge is registered with the Care Quality Commission to provide personal care for up to 27 residents over the age of 65. Nursing care is not provided. The Home is owned by JDA Care Limited. One of the Directors -Mrs Judy Arnold - is also the registered manager. In keeping with the properties around it, the home is a large older style building, in a residential area of Burnham-on-Sea. Various aids and adaptations have been fitted to enable service users to move freely around the home. There is a passenger lift and a chair lift providing access to different areas. All communal areas are on the ground floor.

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

What did we do for this annual service review?

We looked at information that we have received and requested since the last key inspection.

The Annual Quality Assurance Assessment (AQAA) was sent out to the home and was completed and returned to CQC in a timely fashion. 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 were sent out to people who use the service, and other interested parties, to seek their views on the quality of the service provided. 7 completed surveys were received from people who live at the home, 1 from a member of staff and 2 from health and social care professionals.

Regulation 37 notices have been received throughout the year.

The service makes contact with the CQC if they have any concerns or wish to share information.

What has this told us about the service?

The completed AQAA demonstrated that the home is committed to providing high quality care that is personal to each person living there. One person wrote on their survey "All residents are treated as individuals." The AQAA demonstrates that the home respects the privacy and dignity of people and strives to ensure that people are able to continue to live in their chosen way. Activities are arranged to suit the differing tastes, abilities and cultures of people and people have access to "religious representatives from all faiths covering all resident's religious beliefs."

There is a strong management team who are well qualified and experienced in working with older people. One health and social care professional wrote on their survey "Management of Tudor Lodge is extremely good. Always available and ready to discuss any concerns."

The home has its own quality assurance systems in place to ensure that quality is monitored and any changes are made in line with the wishes of people living there.

The AQAA states that the management has an open door policy enabling people to raise issues, or make suggestions, at anytime. There are also regular meetings for people living and working at the home, twice yearly questionnaires and a suggestion box. Changes made as a result of listening to people include additional activities and the creation of a wet room that is accessible to people with all levels of mobility.

The AQAA outlines a robust recruitment procedure which minimises the risks of abuse to people. There are policies and procedures in place in respect of recognising and reporting abuse and whistle blowing. All staff have access to these policies and sign to state that they have read and understood them. Everyone who completed a survey

answered YES to the questions 'Is there someone you can speak to informally if you are not happy?' and 'Do you know how to make a formal complaint?'

The home employs 14 care staff, 10 (71%) have a National Vocational Qualification (NVQ) in care at level 2 or above. This exceeds the national minimum standard of 50%. People who completed surveys were very complimentary about the staff who supported them. Written comments included "Lovely caring staff," "Helpful supportive staff and owners" and "Excellent staff, a happy home." One health and social care professional wrote "Care staff are well trained and this always shows."

The AQAA states that the home have good relationships with local healthcare professionals and all appointments are recorded. The home ensures that people are able to see visitors in private and assists people to attend appointments outside the home. The member of staff who completed a survey answered ALWAYS to the question 'Are you given up to date information about the needs of the people you support or care for?' People living at the home answered ALWAYS (6) or USUALLY (1) to the question 'Do you receive the care and support you need?'

People who completed surveys were happy with the environment describing it as "Tastefully and appropriately decorated" and "Very well maintained" Many people commented on the cleanliness of the home.

The AQAA States that all equipment is regularly serviced by outside contractors to ensure that it is safe for people living and working at the home.

The management produces an annual improvement plan which covers all aspects of care and the environment. This enables the home to maintain a high standard and make improvements where appropriate.

All information received by the Commission gives evidence that the home continues to provide an excellent service.

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

We are not going to change our inspection plan.

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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