Care Quality Commission

Annual service review

Name of Service:	Salford House

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:	Date of this annual service review:							
Patricia Flanaghan	1	3	0	7	2	0	0	9

Information about the service

Address of service:	Station Road Salford Priors Evesham Worcesterhire WR11 8UX
Telephone number:	01789772461
Fax number:	01789778115
Email address:	
Provider web address:	

Name of registered provider(s):	Salford House Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
dementia	25	0
old age, not falling within any other category	0	25

Conditions of registration:
The maximum number of service users to be accommodated is 25
The registered person may provide the following category of service only: Care Home Only To service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Old age (OP) 25 Dementia (DE) 25

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:	None

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

Brief description of the service
Salford House is a care home providing personal care and accommodation to frail elderly persons. The home is situated in the small Warwickshire village of Salford Priors, which is close to the Worcestershire border. The home itself is a large Georgian house that has been extended and adapted to meet the needs of elderly people. On the ground floor there is a large lounge and dining room. Many of the ground floor

rooms open out to a pleasant and secure garden. Access to the first floor is via a chair or shaft lift.

Service users are encouraged to bring items in with them and can furnish and redecorate their private room to their own taste if they wish. The majority of bedrooms are en-suite and single. Limited car parking space is available at the front of the home. Service users who require nursing attention receive this from the community nursing team, as they would in their own homes.

People should contact the home for information regarding fees.

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 had received or asked for since the last inspection. 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 gives is some numerical data about the service.

The previous key inspection of 14 June 2008.

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

What 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 requested.

They told us that as a result of listening to people they are going to introduce more crafts for people, including painting and drawing for those that want it. They have also provided a satellite television package offering more channels to view for those people that enjoy watching television.

They told us they have met equality and diversity in the home by completing a comprehensive assessment of people before they move in to the home. People are supported to meet their spiritual needs. The manager is aware of Deprivation of Liberty Safeguards and is ensuring staff are trained in case they may need to implement a checklist.

At the last inspection it was identified that recruitment procedures needed to be more robust. We are told in the AQAA that the recruitment process is in line with regulations.

Surveys were sent to the service for the home to distribute to people who use the service, their relatives and staff. These surveys enable them to let us know how they feel the home is run and how it cares and supports people living there. Two completed staff surveys were returned, three surveys from relatives and three surveys from people who use the service.

One person who used the service for respite told us, "I enjoyed my stay here, I am very grateful to all my new friends and acquaintances." Another person said "the home does everything well, cooking, cleaning etc."

Some of the comments received from relatives include: "Staff are caring," "It is a very welcoming environment and very friendly."

Staff told us that they are 'always' given up to date information about the needs of the people they care for, that recruitment checks are robust, that they receive training that is relevant to their role, helps them understand and meet the individual needs of people they care for and keeps them up to date with new ways of working. They reported there are 'always' enough staff on duty. Their comments include:

"We try to bring everybody together to join in any activities." and "I'm happy working here."

The AQAA told us they have a complaints procedure which is prominently displayed in the home and each person has a personal copy. Within the surveys people confirmed they knew who to speak to if they were not happy and how to make a complaint. We have not received any complaints about the service since our last visit. The home has made two safeguarding referrals which are still being investigated under local safeguarding guidelines. One of these referrals concerned theft of medication from a resident and we undertook a random inspection visit on 16 June to check medication practices in the home. We found that the home had installed good systems to check medicines into the home. They had also implemented a quality assurance system to check the contents of the medication trolley and observe practice of the staff.

We looked at the information in the AQAA and in the surveys, and our judgement is that the home is still providing a good service and they know what further improvements they have to make.

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

We are not going to change our inspection plan and a Key Inspection will take place before 14 July 2010.

However we can inspect the service 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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