Care Quality Commission

Annual service review

Name of Service:	Silloth Nursing & Residential Care Home

The quality rating for this care home is:	three star excellent service							
The rating was made on:	0	4	0	2	2	0	0	9

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:							
Margaret Drury	0	4	0	1	2	0	1	0

Information about the service

Address of service:	Silloth Wigton Cumbria CA7 4JH
Telephone number:	01697331493
Fax number:	01697331242
Email address:	admin@sillothnursinghome.wanadoo.co.uk
Provider web address:	

Name of registered provider(s):	Cumberland and Westmorland Convalescent Institution	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
old age, not falling within any other category	0	38
physical disability	5	0

Conditions of registration:
The registered person may provide the following category of service only: Care home with nursing - Code N. 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 - Code OP. Physical disability - Code PD (maximum places 5). The maximum number of service users who can be accommodated is 38

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	4	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Silloth Nursing home is close to the Golf course with sand dunes and views across the sea to Scotland on one side and a protected conservation area on the other. The home is on one level providing spacious accommodation and ample communal areas. There is an interior courtyard with raised flowerbeds for residents to enjoy and plant out. The car park has a smooth surface giving safer and easier access to the home. It is a

Grade II listed building and has maintained many of it original features.
Current fees for the home are 398.00 per week for residential care and 422.00 plus the Primary Care Trusts Registered Nursing Contribution for the appropriate banding.

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

What did we do for this annual service review?

The annual service review for Silloth Nursing and Residential Home included the following:
An Annual Quality assurance Assessment (AQAA) was sent to the home by The Care Quality Commission (CQC) and completed and returned to us by the registered manager. This document is a self assessment and dataset that must be completed annually be every registered service. It is one of the main ways in which we gather information about the provision of care and how providers believe they are meeting the assessed needs of those using their service. The manager gave details of what the home has achieved since the last annual service review and what she hopes to put in place over the next 12 months.
We sent survey questionnaires to residents, relatives and advocates, staff and healthcare professionals to ask their opinions about the level of care provided.
We looked at information about how the manager dealt with any issues or complaints and also checked the last annual service report.
We looked at any notifications about events at the home sent to CQC since the last annual service review.

What has this told us about the service?

From the details outlined on the AQAA, replies to our survey questionnaires and information from other sources we judge that this home continues to exceed the National Minimum Standards (NMS) of the Care Standards Act.
We received a total of 15 survey all containing very positive comments about the care and support provided by this service. Some examples of comments are outlined below.
From family members:
'Service communicates with patients and relatives. Activities provided in and out of the home encourage inter-activity with the local community. The home gives first class medical care. I would recommend this home to anyone'. 'The care is excellent and queries are dealt with immediately. The wellbeing of the residents is always taken into consideration and their wishes are carried out. The entertainment is very good. It may be a nursing home but it is a more homely environment than I have ever come across. It is lovely going to visit as you are always welcome and the staff do a difficult job magnificently'. 'I can find no fault with the service or care given to my mother. She is treated with the type of care and dignity she deserves. Silloth nursing Home comes head and shoulders above the hospital and other homes. and I cannot fault it at all'.
Comments from healthcare professionals included:
Silloth is a very caring environment and in my experience the staff are very friendly, experienced and helpful. The residents speak openly of the care they receive and they always look well cared for'. 'The home does many things well including, the organisation of medical reviews, appropriate consultation, acting quickly with medical procedures and get patients to the surgery for advanced investigations.
Residents were equally as complementary with their comments and told us that they were very happy with their care and had no complaints at all. They enjoyed the interaction with other residents and agreed that they received 'excellent care from lovely staff'.
Surveys from staff told us that Silloth Nursing home was a lovely place to work in and

the staff do all they can to provide excellent care and support. One of the qualified staff told us that she had 'found Silloth to be a caring home which supports residents and staff equally as well' and that 'the home gives care and respect to all residents whilst keeping the care and support constant'. All other staff who sent in comments said that the care provided was excellent and everything possible was done to ensure the residents' needs were met. It was also agreed that the 'end of life care, was of the highest.
One staff member did, however, wonder if there could be more team building between the staff such as activities to make staff work as a team.
Over the past 12 months 2 of the senior staff have started to carry out pre-admission assessments of people wishing to move into the home. The input of the moving and handling instructor has helped the staff further meet the assessed needs of those living in the home. End of life care is given a priority and with the home working toward Gold Standard accreditation the knowledge of the staff in this subject has improved. The home has purchased a syringe driver, which means that any necessary treatment can be started immediately.
Activities for residents who are nursed in their rooms have been improved and the home now provides activities for family members also. Redecoration has continued with the refurbishment of the surgery and the provision of extra seating for residents attending the clinics.
Staff training is ongoing with the provision of more in house and relevant training courses. Allocation of staff supervision to departmental heads ensures that staff are supervised on a regular basis.
The management have sought to continue to provide the already excellent service through the management systems and hard work of all the staff and volunteers.
Over the next 12 months the manager will continue to promote the service provision of the home. Further dementia care training is planned to ensure those residents suffering from any sort of dementia are given the best possible quality of life. Every effort will be made to meet all the suggestions of the residents following their regular meetings and the home will continue to fund all the activities provided. Redecoration will continue and one of the lounges will be refurbished in the new year.
There is an annual staff training plan in place and all training will continue. Staff meetings will continue to be organised on a regular basis.
The management plans to keep up to date with current and new legislation and implement improvements whenever possible. The manager will continue to give the residents a greater say. in the running of their home.

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

The Care Quality Commission will continue to monitor this service and will carry out a key inspection when required.

Reader Information

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Further copies from:	0870 240 7535 (national contact centre)

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