Care Quality Commission

Annual service review

Name of Service:	Westcliff 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:							
Andrea East	1	8	1	1	2	0	0	9

Information about the service

Address of service:	24/26 Westcliff Dawlish Devon EX7 9DN
Telephone number:	01626862260
Fax number:	01626867349
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs Christine Ann Dodge	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
learning disability	34	0

Conditions of registration:
The maximum number of service users who can be accommodated is 34.
The registered person may provide the following category of service only: Care home only - Code PC to service users of either gender whose primary care needs on admission to the home are within the following category: Learning disability (Code LD)

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
Westcliff House cares for up to 29 people with learning disabilities, 10 of whom are named people who are aged over 65 years. The home is situated on the main road into Dawlish town centre, with garden and patio areas to the front. The home is only a short walk to the local shops and town centre amenities, and on bus and train routes. The premises are made up of two terraced houses that were initially two separate residential homes but are now registered as one. The Roborough wing has six single bedrooms within an annexe to the main building having a separate entrance but also linked to the main house. Each bed-sitting room is large and has kitchen as well as sleeping and sitting facilities. In this part of the premises there is a shower/toilet for

every 2 people who live in the home. In the main part of the premises there are a further 5 fully self-contained flats each having a living room with microwave cooking facilities, a bedroom, and a bathroom. Two of these flats have two bedrooms and are shared at present. There is also a communal lounge, dining room and kitchen. The home's office is situated in the Roborough wing. The Sidborough wing is a more traditional style care setting with single, and one double bedrooms of which five are en-suite, communal toilets and bath/shower facilities, lounges, dining rooms and kitchen.

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 we have received, or asked for, since the last 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 tool that focuses on how well outcomes are being met for the 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.

The previous inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations and what other people have told us about the service.

What has this told us about the service?

The home sent us there annual quality assurance assessment 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 a good service and that they know what further improvements they need to make.

We looked at surveys returned from staff employed at the home and from some of the people living there.

Surveys from staff said that "Westcliff care home provides good care to all the clients. All the residents are happy to live there, I feel like Westcliff house is a home with a big happy family".

Staff surveys also said "it is a lovely, care home, with friendly and enthusiastic staff and supportive manager" and " the home provides friendly, homely place to live and treats everyone as individuals.

Surveys from the people using the service said that staff always treated people well, that the home was always fresh and clean and that people knew how to make complaints and raise concerns.

A survey from a health or social care professional said "that they were always impressed upon visit is about the care and service delivered. There is always a feeling of happiness on each visit".

The home continues to let us know about things that happened since the last key

inspection and they have shown that they manage issues well. They work well with us and have shown that their 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 will continue to monitor the service, through the inspection process, the homes annual quality assurance assessment and feedback from the people using the service, visitors and outside agencies. However we can inspect the service at any time if we have any concerns about the quality of service or the safety of the people using the service.

Reader Information

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