Care Quality Commission

Annual service review

Name of Service:	St Margaret`s Care Home, Grimsby

The quality rating for this care home is:	two star good service							
The rating was made on:	1	7	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:							
Kate Emmerson	2	4	1	1	2	0	0	9

Information about the service

Address of service:	Littlecoates Road Grimsby North East Lincs DN34 4NQ
Telephone number:	01472241780
Fax number:	01472250243
Email address:	enquiries@sunhealthcare.org
Provider web address:	

Name of registered provider(s):	Sun Healthcare Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
dementia	14	0
old age, not falling within any other category	0	47
physical disability	9	0

Conditions of registration:
The maximum number of service users who can be accommodated is: 56
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, maximum number of places 47, Dementia - Code DE, maximum number of places 14, Physical Disability - Code PD, maximum number of places 9

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:	1	7	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
St Margaret's is a purpose built residential and nursing home. The accommodation is provided over one level.

Nursing care is provided in the home, and there are two specialist areas within the home that provides care for people diagnosed with dementia and Huntingdon's Chorea.

Up to date information about fees can be obtained from the manager.

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 have received, or asked for, since the last key inspection on 17 December 2008

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 gave us some numerical information about the service.

Surveys were sent to people using the service and staff.

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

The previous key 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.

What other 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 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.

They told us how they have continued to monitor the quality of the service provided and have involved the people using the services in this process. They have also told us how they have continued to develop and improve the service. They said that 'audits are carried out and questionnaires are sent to the service users to ensure that quality of service is met'. They said that as a result of consultation 'the introduction of two weekly services and communion by a local minister has been introduced, this is held in a communal area of the home so is available to all, any service user unable to attend or their relatives are able to request a visit in their room. One of our younger service users is accompanied by a carer to a local gym'.

Surveys were received from nine people who used the service. They all expressed satisfaction with the service they received. Comments included 'I find the staff very caring', 'they are caring and look after me well', 'this is a lovely care home, I am happy here, well looked after in a caring and friendly environment', 'I am satisfied with all that is being done in the home' and 'it is very tidy and all the staff are helpful, the manager is good'.

Three staff returned a survey. The staff were generally positive about the home and

the support they received. There were some comments about improvements which could be made. One said activities for people using the service could improve and another said the equipment could be be better and more up to date.

There were some comments about staffing levels which may indicate that staffing levels are not consistently maintained. Comments from people using the service included 'could do with more staffing levels', 'there are are the odd occasions when there seems to be a staff shortage, for example at holidays or weekends'. Two of the three staff staff that responded to surveys answered 'sometimes' to the question are there enough staff to meet the individual needs of people who use the service.

The home has worked well with us and notified us, appropriately, of events in the home, as required by regulation.

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

We are not going to change our inspection plan, and will do a key inspection by 16 December 10.

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.
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Reader Information

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