Annual service review

Name of Service:	Howson Care Centre

The quality rating for this care home is:	two star good service							
The rating was made on:	2	0	1	1	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:							
Dawn Podmore	1	0	0	3	2	0	1	0

Information about the service

Address of service:	Howson Care Centre Willingham by Stow Gainsborough Lincolnshire DN21 5JZ
Telephone number:	01427788283
Fax number:	01427787567
Email address:	lous@howsoncare.fsbusiness.co.uk
Provider web address:	

Name of registered provider(s):	Howson Care Centre Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
dementia	9	0
learning disability	44	0
mental disorder, excluding learning disability or dementia	44	0
old age, not falling within any other category	0	25

Conditions of registration:
Residents admitted in the DE category must be fifty years of age or over.
The maximum number of people who can be accommodated is 78.
The Registered Person may provide the following category of service only: Care Home with Nursing to service users of the following gender: Either, whose primary care needs on admission are within the following category: Dementia - code DE (Maximum number 9) Learning Disability - Code LD (Maximum number 44) Mental Disorder - Code MD (Maximum number 44) Old age not falling within any other category - Code OP.

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

Brief description of the service

Howson Care Centre is situated at the edge of the village of Willingham By Stow and is set in landscaped grounds with car parking spaces to the front of the building. The home is owned by Howson Care Centre Limited and is managed by Mrs. C. Horne. The accommodation comprises of four areas; ''The Flat" offers first floor accommodation for up to 8 service users who have a Learning Disability and who are working towards supported living placements. "The Main House", provides services for up to 22 people with Mental Health problems. "The Wing" provides accommodation for up to 7 older people and 2 younger adults with a Learning Disability. "The Court" provides both nursing and residential services for up to 25 older people.

The registered unit, known as 'The Laurels', is a separate, two-storey, purpose-built unit for up to 15 people with a learning disability.

Each unit is self-contained with a kitchen, bathroom and lounge/dining facilities. The kitchen in the main house area provides all meals, drinks and snacks can be prepared in two smaller kitchen areas. The majority of the accommodation with the exception of "The Flat" area is situated on ground level comprising single and double bedrooms, some of which have en-suite facilities, 9 toilets, 4 bathrooms and 1 shower unit.
At the time of the last key inspection the home confirmed that the weekly fees ranged from £351 to £500 pounds, depending on the assessed needs of the resident. Additional charges are made for services such as chiropody and hairdressing. Information about these costs as well as the day-to-day operation of the home, including a copy of the last inspection report is available in the administrator's office.

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. 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 returned to us by people using the service and from other people with an interest in the service.
- Information we have about how the service has managed any complaints.
- What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.
- 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?

We looked at all the information we had about the home and our judgment is that it is still providing positive outcomes for the people who live there. The AQAA gave us some information about how the home was operating and their plans for future improvements. However some parts of the form could be improved by adding more detail, any shortfalls were discussed with the manager.

The last Key inspection was undertaken in November 2008 and a random inspection took place on 20/2/09. Following the random inspection four requirements were made regarding adding additional information to care plans and risk assessments, recording peoples social needs better and providing staff with specialist training to meet peoples individual needs. Although the AQQA did not fully indicate that these requirements had been met the manager confirmed verbally that these had all been addressed.

We also highlighted several areas that would benefit from improvement. These were regarding, monitoring peoples dependency levels so that sufficient staff were available at key times and providing staff with regular supervision and appraisal sessions. We said it would be beneficial to audit care plans to make sure that they were up to date and contained all the required documentation. We also recommended that they should make sure that staff received appropriate training regarding new legislation, such as the Mental Capacity Act, which is aimed at protecting peoples rights and choices. The AQAA and discussion with the manager indicated that these areas had also been addressed.

The content of the AQAA showed that other improvements had been made over the past year to benefit the people living at the home. These include: redecoration of some areas of the home, the purchase of some new furniture, a more varied activities programme being introduced and the purchase of a minibus to facilitate outings.

Prior to this review we sent out surveys to some people who live at the home and to

some staff to ask for their opinions. At the time of the review 11 had been returned. People told us that they were happy living there and answered all the questions positively. When we asked what the home did well they told us, 'very good food and well cared for', 'arrange holidays and nice food' and 'well looked after, I get on with all the staff'.

When asked what could be improved one person said, 'more trips' and 'another told us, 'in my eyes it doesn't need anything doing better'. One person commented that it would be nice to have a greenhouse to grow plants in and start a small garden so that they could grow vegetables for the home.

Staff also answered the set questions positively saying that they were well trained and supported. They indicated that most of the the staffing levels were usually satisfactory and recruitment and induction procedures were good. They felt that the home supported people well and one said, 'the home has a positive atmosphere'. Another person told us, 'they provide support to staff and a positive learning environment'.

We have received one complaint about the home since the last inspection, this was referred to the safeguarding team for them to look into. Information from the home indicates that they have had 2 complaints, both of which were addressed promptly. When incidents have happened at the home that may concern keeping people safe from abuse the home has contacted the safeguarding team and taken appropriate action to keep people safe.

The manager told us that staff are encouraged to complete an N.V.Q (National Vocational Qualification)in care, she said that out of the 38 care staff employed 24 had completed an NVQ. staff also highlighted N.V.Q.s as something that the home did well.

The home has policies and procedures available to inform residents and guide and instruct staff. The AQAA shows that although these cover most of the essential areas expected, there were some missing, such as the arrangements for assessing the quality of the service provided and regarding emergency admissions under the Mental Health Act. It also said that regular servicing and maintenance of key equipment, such as electrical appliances and the heating system had taken place to make sure that they are in good repair and working properly.

The home has let us know about things that have happened since our last key inspection. They have worked well with us and the service continues to provide positive outcomes for the people who use it.

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

We are not going to change our inspection plan. The next inspection of this service will be based on the Fees and Frequency Regulations (2007) and the assessment of risk. 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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