

Annual service review

Name of Service: Sherrington Nursing Home

The quality rating for this care home is: three star excellent 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:

Caroline Long

Date of this annual service review:

0 6 0 5 2 0 0 9

Information about the service

Address of service:	13 Heaton Road Heaton Bradford West Yorkshire BD8 8RA
Telephone number:	01274494911
Fax number:	
Email address:	enquiries@lhnh.co.uk
Provider web address:	

Name of registered provider(s):	Lister House Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	39
physical disability	39	0
terminally ill	6	0
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
<p>Sherrington Nursing Home was purpose built and registered in August 2005. It provides personal and nursing care for up to 39 people.</p> <p>The home is situated in the Heaton area of Bradford adjacent to Lister Nursing Home, which is managed and operated by the same company. It is close to a bus route to Bradford city centre and has off road parking.</p> <p>The home is built on three floors and all its rooms are en-suite. Each floor has a communal lounge with a conservatory room on the top floor providing additional</p>

space.

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

What did we do for this annual service review?

At the key inspection carried out on the 3rd May 2007 the home was found to have a overall three star 'excellent' quality rating.

In April 2007 the weekly fees ranged from £497.00 to £757.52. Additional services such as hairdressing, chiropody, and physiotherapy are available at an extra cost. The fees are reviewed every year in November.

At this annual service review which was carried out on the 1st May 2009.

We looked at all the information that we have received, or asked for, since the last key 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 that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Two surveys returned to us by people using the service and three from health professionals.

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.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA), 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 an excellent service and that they listen to the views of people who use the service and know what further improvements they need to make.

They told us after listening to peoples views they have made the following changes, they have improved the menus and tried to include food from different cultures and have introduced daily newspapers.

To make sure people are receiving the health care they need. They tell us they have trained the majority of staff of in the prevention of malnutrition, mental capacity, first aid, palliative care and infection control. In conjunction with Bradrod and Airedale Primary Health Care Trust they have installed computers with broadband in the Nurses stations, they include the 'system one' program for the Doctors and Nurses to use, to

access clients records. This enables the Doctors to change the records quickly. They have also installed prescription printers for the doctors to use.

The comments made by two people living at the home were positive. Examples are:-

'All the staff from the head nurse to the cleaner are fantastic. They are kind, caring and always have time for the patient.'

When we asked the health professionals what the home does well they told us:-

'Very conscientious of patients needs. Very high level of care. I have no concerns about this aspect of care (privacy and dignity). Most of the patients I know are very dependent on nurses to administer medication, this appears to be done well. Staff generally appear very competent and interested in patients.'

'Relaxed, caring environment. Staff welcome visiting professionals, listen to advice given and feedback any issues. Staff in charge always have been professional in their approach and maintained appropriate confidentiality.'

The home continues to let us know about things that have happened since our last key inspection. They work well with us and have shown us that their service continues to provide good and excellent 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 and we will do a key inspection by the 1st May 2010. However we can inspect the service at any time, to look at the quality of the service or the safety of the people using the service.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

Our duty to regulate social care services is set out in the Care Standards Act 2000. The content of which can be found on our website.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a copy of the findings in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.