

Annual service review

Name of Service: Priscilla Wakefield House

The quality rating for this care home is: two star good service

The rating was made on: 1 9 0 3 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:

Margaret Flaws

Date of this annual service review:

1 6 1 2 2 0 0 9

Information about the service

Address of service:	Priscilla Wakefield House Rangemoor Road Tottenham London N15 4PL
Telephone number:	02088087196
Fax number:	02088852481
Email address:	reception@precious-homes.com
Provider web address:	

Name of registered provider(s):	Flagswan Two Ltd
Name of registered manager (if applicable)	

Alexis Josephine Sally Wood		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	80	80
dementia	18	39
learning disability	23	0
old age, not falling within any other category	0	24
old age, not falling within any other category	0	24
physical disability	8	0
physical disability	8	8

Conditions of registration:
The maximum number of service users who can be accommodated is :112
The maximum number of service users who can be accommodated is :112
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: Physical disability - Code PD (maximum number of places: 8) Dementia - Code DE (maximum number of places: 18) Dementia , over 65 years of age - Code DE(E) (maximum number of places: 39) Old Age, not falling within any other category - Code OP

(maximum number of places: 24) Learning disability - Code LD (maximum number of places: 23)

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: Physical disability - Code PD, Dementia - Code DE, 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: 1 9 0 3 2 0 0 9

Date of last annual service review (if applicable):

Brief description of the service

Priscilla Wakefield House is a large, newly built Nursing Home with 112 places for people with dementia (including early onset dementia) and physical disabilities. The majority of places are for Older People. There are three floors, which contain different specialist units. As the home is relatively new only two floors at present are occupied. The building and environment have been built to an excellent standard and all bedrooms have en-suite facilities. There are a number of lounges and dining areas in each unit as well as outside terraces and gardens. The home has been very well designed. Priscilla Wakefield House has the equipment and facilities required to meet the needs of the people using the service. The stated aims of the home are, 'To help service users remain in control of their lives as far as possible and thus, to maintain their personhood through Person Centred Care'. The home is situated in Tottenham, North London and although there is limited parking the home is near to local bus services and the Victoria Line Underground station. The range of fees are between five hundred and one thousand and five hundred pounds per week.

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

What did we do for this annual service review?

This annual service review included a review of information that the Commission has received since the last key inspection on 19 March 2009. We looked at all the information we have received or asked for since this inspection. This included:

Notifications we have received from the service including matters required by law to be reported to the Commission

Brief conversation with one staff member

We also looked at the Random Inspection report dated 5 October 2009.

What has this told us about the service?

Priscilla Wakefield provides residential care and support to up to 112 people. The staff member we spoke to told us that there were 48 people living in the home at the time of this Annual Service Review.

At the last key inspection, the service was rated as two star good.

The home has continued to keep us informed of matters affecting the home through sending us statutory notifications.

Because this inspection was undertaken before the normal twelve monthly Annual Quality Assurance Assessment was due to be sent to the Care Quality Commission and the Registered Manager was on annual leave, the information which informed this review was limited.

We looked at the last key inspection report, the Random Inspection report by the Pharmacist Inspector on 5 October 2009 and notifications received by CQC. Notifications received mainly concerned admissions to hospital, routine incidents in the home, deaths and issues related to a safeguarding issue where the home was without GP cover for several days. This was because the home's GP withdrew services, without notice, that resulted in a gap in prescribing for the residents.

As a result of this alert, the CQC Pharmacist Inspector carried out a Random Inspection visit. At this visit, the Pharmacist Inspector checked the home's medication arrangements. The Pharmacy Inspector found that all medication was available for the residents and that the home had managed to ensure continuity of cover through a disrupted period.

The home also told us that they have changed pharmacists, with a local pharmacy commencing a contract in December.

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

Our inspection plan remains unchanged. We will do a key inspection by 18 March 2012 . However, if 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 as a result of this annual service review.

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.