

Annual service review

Name of Service: Beverley Grange Nursing Home

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

The rating was made on:

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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:

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Name of inspector: **Date of this annual service review:**

Eileen Engelmann 1 1 1 1 2 0 0 9

Information about the service

Address of service:	Lockwood Road Molescroft Beverley East Yorkshire HU17 9GQ
Telephone number:	01482679955
Fax number:	01482679770
Email address:	beverleygrange@beverleygrange.karoo.co.uk
Provider web address:	

Name of registered provider(s):	Molescroft Nursing Home (Holdings) Limited
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	64
old age, not falling within any other category	0	75
terminally ill	0	64

Conditions of registration:	
Nursing care for two service users under 65 years	
One bed for young and disabled	
Registered for 2 day places for patients over 55 years of age.	
To admit one named service user under 65 years of age.	
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
Beverley Grange is a purpose built home situated on a housing development in a residential area on the outskirts of Beverley. The home is set in its own grounds with plenty of space for people to sit and enjoy the fresh air. The home was opened in 1999

to provide long term and respite stays, looking after older people who need residential care or nursing care.

The home is registered for 64 older people, some of whom may have dementia, and the service also includes a number of Bungalows in the grounds for more able-bodied people who need minimal care. The Bungalows provide up to a total of 11 additional places for older people.

The home has two floors with the ground floor having the reception area and office provision with a lounge and a hairdressing salon. The corridors run off each side of this area and people's bedrooms are located in these areas, along with bathrooms and toilets. One of the corridors leads to the bar-lounge, whilst the other corridor leads to the ground floor dining room, kitchen and staff room. The first floor has the same layout with storage areas.

Information about the home and its service can be found in the statement of purpose and service user guide, both these documents are available from the manager of the home, and copies are on display in the entrance hall of the home. The latest inspection report for the home is available from the manager on request.

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

What did we do for this annual service review?

We last visited the home to do a Key Inspection on 26 October 2007 when we gave the service a 2 Star (Good) rating. On 24 September 2008 we completed an Annual Service Review for the service, and we were satisfied the home continued to offer people a good service.

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.

We sent out surveys to people using the service and staff. We received 8 (80%) back from people living in the home and 7(70%) back from staff.

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.

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.

As well as the above we completed a risk assessment of the service to ensure we had enough information about the service to determine the quality rating has not changed in the past 12 months

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 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.

In the past year the service has continued to invest in their staff training programme with specific sessions around the Mental Capacity Act, Palliative Care and Dementia taking place, ensuring that staff have the skills and knowledge to meet the needs of people living in the home.

People living in the home always tell us that they are happy there. People commented that they get the care and support they require and are able to make decisions about what they do each day. Two people said that 'The ambience of the home is very good,

staff are generally helpful and cheerful and take care of you' and 'the activities are good, they keep a nice garden with flowers and there is a friendly atmosphere during the day. The home is very clean'. Other individuals commented that 'the staff give you personal attention and there is a pleasant atmosphere with welcoming and friendly staff. The food is good and we are well cared for' and 'there is a high standard of care both medical and social'.

Information from the staff surveys indicates that there are good training and development opportunities for employees and individuals are offered supervision and support by the manager. Staff told us in the surveys that 'the service creates a safe environment for people who need extra care to lead an independent life', 'the service provides staff with ample training in all aspects of care and communication is good between staff and families' and 'visitors are always made welcome'.

We have had one formal complaint about care in the past year, this was looked at by Social Services and the provider and the complainant was satisfied with the outcomes of the investigation. People using the service have told us that they understand the complaints procedure and are confident of using it if necessary.

There was one safeguarding referral made to the Local Authority in the past year. This was dealt with through the home's disciplinary procedures and a member of staff left the service. Information from the AQAA indicates that all staff are trained in dealing with alleged abuse and whistleblowing and staff have completed sessions on Customer care and the Mental Capacity Act. Staff have also completed training around Dementia, Challenging Behaviour and Deprivation of Liberty to give them more knowledge and understanding around the needs of vulnerable adults.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us 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?

It is our Statutory responsibility to inspect all care service at least once every 3 years. The completion of the Risk assessment and Annual Service Review has not changed our view of the quality rating of this service therefore we are not planning to inspect this service before 26 October 2010.

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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