

Annual service review

Name of Service: Holderness House

The quality rating for this care home is:	two star good service								
The rating was made on:	0	2	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:								
Sarah Rodmell	1	6	0	2	2	0	1	0	

Information about the service

Address of service:	373 Holderness Road Hull East Yorkshire HU8 8QX
Telephone number:	01482702657
Fax number:	
Email address:	hhtrust@hhtrust.karoo.co.uk
Provider web address:	

Name of registered provider(s):	Holderness House Trust		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	33	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes		
If yes, what have they been:	There has been a change to the responsible individual.		

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

Brief description of the service
<p>Holderness House is a care home registered to provide personal care and accommodation for up to 33 people over the age of 65. Holderness House Trust run the home. It is a charitable trust set up by a local Victorian industrialist and philanthropist. In the terms of his will the home only offers care to ladies, gentleman are not admitted.</p> <p>Holderness House is a large 19th Century mansion house set in extensive grounds on Holderness Road, about two miles from the centre of the city of Kingston upon Hull. The original building is believed to be a Grade II listed building. There is also a purpose-built extension.</p> <p>The home is set in the heart of a bustling community: There is a wide range of shops, churches, clubs and pubs close by. There is a bus stop very close to the home.</p>

The home provides spacious accommodation in single rooms on three floors. All have en suite WC and wash hand basin facilities, whilst a few also have a shower or bath. There is a very pleasant lounge, a large dining room and a quiet lounge / library, which can also be used for meetings.

There is a passenger lift with access to all three floors. There are very pleasant, large and well-kept gardens to which adaptations have been made to allow access for wheelchair users. There is also ample parking space for visitors.

Information about the home is available on request, in the main hallway and is sent out to all people enquiring about vacancies.

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 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.

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?

The home sent us their 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 judgment is that the home is still providing a good service and that they know what further improvements they need to make.

People living in the home told us that they are happy there. They are pleased with the medical care they receive and activities that they are able to do. One comment was, ' They carry out everything promised in the brochure.'

We received comments from two relatives of the people who live in the home. Both were satisfied with the care offered in the home. One comment was, ' I am very happy with my relatives care'.

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?

We are not going to change our inspection plan, and will do a key inspection by 1st December 2011.

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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