

Annual service review

Name of Service: Taptonholme

The quality rating for this care home is: two star good 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: Date of this annual service review:

Sue Turner 2 0 1 0 2 0 0 9

Information about the service

Address of service:	14 Taptonville Crescent Sheffield South Yorkshire S10 5BP
Telephone number:	01142663440
Fax number:	01142663440
Email address:	info@taptonholme.co.uk
Provider web address:	

Name of registered provider(s):	Taptonholme Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	19
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:	No	

Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
<p>Taptonholme provides residential and personal care for up to 19 older people. The home is located in the Broomhill area of Sheffield close to local shops and public transport. Taptonholme is a large extended older property with accommodation over four floors. All bedrooms are single and two have ensuite facilities. The home is situated in its own grounds and has a large mature garden with seating areas. There is a small car park. A copy of the previous inspection report and information about how to raise any issues of concern or make a complaint are on display and available for anyone visiting or using the home. The range of monthly fees can be obtained by contacting the manager at the service.</p>

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 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 AQAA was received on time and gave detailed information about the service. This shows that the service works in a co-operative manner with us.

In the AQAA examples were given of changes made following comments from people who use the service. These included,

A policy has been put in place to ensure that all staff are aware of equality & diversity within the staff group as well as the client group.

More activities and outings have been organised. An Activities Coordinator has been employed and changes have been made to the menu.

More garden furniture is to be purchased. Renewal of decor is ongoing and more en-suites are to be installed.

The AQAA shows that there are many other further changes planned as a result of listening to people.

The service was able to identify what it did well which included,

There is a comprehensive Statement of Purpose sets out the homes aims and objectives and gives a good description of the services and facilities available. Prospective clients are able to visit the home and stay to meet the staff and other clients. They may also sample cooking and if they wish stay for a meal.

Staff are aware of people's need for privacy and dignity. Care plans are detailed and updated every month or sooner if required. People are aware of their care plans and have an active part (if able) to assist in their care plan.

The list of activities is listed each month in advance and posters are placed on the noticeboard in large font so that people can read each day what is going on in the home.

Residents meetings and questionnaires are completed to ensure people have their say regarding improvements to the home, menu and activities.

The Complaints Procedure is displayed in the entrance hall and is easy and straight forward to understand. Procedures are in place to check all potential staff. All staff are trained in 'Safeguarding Adults' and training is regularly updated. All allegations of abuse are followed up and investigated by the Adult Safeguarding Team.

The home is homely, light and airy. Fresh flowers are placed around the home. Checks are carried out in the home to ensure all areas are safe and clean.

There is an open and inclusive atmosphere within the home. The manager's door is always open and staff, residents and visitors can approach her at any time to discuss matters.

The service was able to identify the developments they were aiming to achieve over the next 12 months. These included,

To continue updating all training as required and to organise any 'bespoke' training that may be required in the home due to staff having to deal with particular illnesses or behaviours. To ensure that all staff have completed NVQ training.

More outings to be organised locally as people do not like to go on long journeys. The possibility of a minibus is to be discussed with the Trustees.

To continue updating furniture and decor.

To continue to work with the staff to ensure the home remains the friendly, inclusive home that it is.

We sent out surveys to 10 people that live in the home, 10 relative and carer surveys, ten staff and five professional surveys. We received back six surveys from people that lived in the home, eight from relatives and carers and seven from staff. People told us,

"Staff treat us as individuals and care for our well being. We get plenty of support and staff listen to our problems".

"Nothing is too much trouble for the staff".

"Staff take us on outings and arrange activities and we're given choices. Staff are friendly, supportive and caring".

"We get regular meals, nice clean bedding and a bath when we want. The staff are very good".

"All the staff are kind".

"I am very happy with things".

Relatives, carers and friends told us,

"The staff make people feel at home and valued. Staff are unphased by difficulties and problems and are willing to adapt or change as appropriate. We are satisfied and staff and management have always responded positively to suggestions".

"It is a very well run home and we have no criticism. I am very pleased with the care my parent receives".

"Taptonholme create a home from home feel, which is quite rare and of immense value".

"My mother likes the food which is amazing as she is not easy to please. Staff are supportive, friendly and gentle with people. I think Karen (the manager) and all the staff do an excellent job, with a smile".

"An exceptionally high standard of care. I cannot speak too highly of the staff and the home".

"I cannot recommend this home highly enough and think we were extremely fortunate to have found it for my mother".

"I think there could be better communication with relatives about events occurring in resident's life's. A regular session with a senior carer on progress and changes, rather than finding out by accident would be appreciated".

"Offers round the clock attention, warmth. good food, activities and friendliness. We are perfectly satisfied with the service".

Staff said they are "always" given up to date information about people's needs. They said they had completed an induction at the home before they were asked to carry out care tasks for people. They said that they knew what to do if they had concerns about anyone living in the home. They also said that they were given regular support from the manager to ensure that they were providing good care to people.

We spoke to Sheffield Social Services, Contracting and Commissioning Department. They told us,

"We have had no recorded incidents at Taptonholme".

Sheffield Adult Safeguarding told us,

"We have one incident reported in Taptonholme in 2008, this case is no longer in safeguarding procedures. .

We had been informed of two adult safeguarding referrals. One wasn't put into safeguarding procedures. The other was investigated and action taken to ensure that people living in the home were not put at risk.

We have also been sent in 'notifications' regarding people who have used the service. The AQAA told us that the service had received one complaint since the last inspection. This was investigated and upheld. We have not received any complaints about the service.

We carried out a Random Inspection of the home on 17th January 2009. Two requirements were issued. One said that substances that could be hazardous to health must be kept locked away at all times. The AQAA states that the Control of Substances Hazardous to Health (COSHH) assessments have been completed and that the COSHH policy was updated in June 2009.

The other requirement issued said so that people's health, safety and welfare is protected, the medicine trolley must not be left unlocked when out of the sight of staff. The AQAA said that the policy and procedure for the safe storage, disposal, recording and administration of medicines was reviewed and updated on 20th August 2009. The AQAA also states that there have been no serious incidents involving controlled drugs in the last 12 months.

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

It is our Statutory responsibility to inspect all care services 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 29th 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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