

Annual service review

Name of Service: Clifton Court

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:

Julie McGarry

Date of this annual service review:

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Information about the service

Address of service:	Lilbourne Road Clifton On Dunsmore Rugby Warwickshire CV23 0BB
Telephone number:	01788577032
Fax number:	01788547915
Email address:	di@cliftoncourt.freeseve.co.uk
Provider web address:	

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

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	40

Conditions of registration:	
The maximum number of service users who can be accommodated is: 40	
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: Old age, not falling within any other category (OP) 40	
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
Clifton Court Nursing Home is a large care home situated in the village of Clifton upon Dunsmore, approximately 3 miles from Rugby town centre. The home was once a hotel, and is set in its own grounds with views across open fields at the back.

The home is registered to provide care for 40 elderly persons over the age of 65 years that require personal and nursing care. The home also provides short-term respite care for service users in the same category. The accommodation is mainly single rooms; there are 3 double rooms. All rooms are en suite.

The accommodation is over 3 floors, which can be reached by stairs or passenger lift. As the home was once a hotel there is a large reception area with large lounges and dining areas on the ground floor.

We were told that the current fees range from £436 per person per week to £532. Newspapers, toiletries, hairdressing and chiropody are extra. The fee information given applied at the time of the last inspection; persons may wish to obtain more up to date information from the service.

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 and 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.

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 annual quality assurance assessment within of the required timescales, the manager completed this. The information in the AQAA was clear and provided us all the information we had 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 have a clear vision of what further improvements they wish to make.

We were told how the home ensures that people who use the service are consulted on things that matter to them. For example, the AQAA tells us that 'We continue to have regular resident and representative meetings. Gaining feedback after meals and consulting on food preferences, likes and dislikes, and dietary needs. Consulting family and residents with regard to laundry, listening to comments from residents or family members on a daily basis, wherever possible staff being accessible. Care reviews by named nurses and key workers, seeking views from residents on activities, complaints book accessible, working in partnership with Social Workers, C.P.N's, Macmillan Nurses G.P's, Continuing Health Care staff. We have introduced a resident/ relative satisfaction survey to enable the people who use our service to be assured we are continuously improving the service we provide'.

The AQAA tells us that the home has made the following improvements 'the activity co-ordinator has introduced activities after consultation with residents or their representative to improve the quality of life for residents at Clifton Court. Improvements to the menus continue and reviewed by the catering staff in conjunction

with the nursing staff to meet dietary, cultural and medical needs. Regular meetings informal and formal continue, we have a lost property box for laundry and residents and their representatives have been requested to clearly mark the clothes to reduce problems minutes of meetings now in different formats key worker system, and named nurses have been updated as required to include choice of key worker, new carpets and decoration to rooms as an on going programme has occurred'.

The medical needs of all the people using the service have been identified and are addressed by the arrangements for the continued health care provided by other professional agencies.

Staff responsible for the administration of medicines have completed the relevant training.

People using the service are encouraged to maintain links with families friends and the community.

50% of care staff have achieved a minimum of level two in the National Vocational Qualification in care. This should mean that staff should have the necessary skills and knowledge to provide a good standard of support to the people who live there. The AQAA states that 88% of permanent care staff have received training in safe food handling and no staff are employed without two references and a criminal record check, indicating clear and robust procedures for the recruitment of all staff and volunteers.

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.

We received eight completed surveys from staff members, they told us in their surveys that they are always given up to date information about the needs of the people they care for. Comments received included:

What the home does well:

'Puts the residents needs first'; 'The home gives each individual the care they require and achieve a homely feel'; 'Good team work'; 'Supportive management'; 'Home has improved methods of communication and documentation'; 'Renovation of environment'; 'Since new proprietors have taken over there have been a lot of improvements and more support for the manager and all staff'.

What the home could do better:

'Work together'; 'To involve residents and relatives more concerning care that is provided on a daily basis'; 'Communication between family and staff could sometimes be improved, although there are meetings for them'; 'It would be good for residents to go out on group visits more often'.

We received five completed surveys from people who live at Clifton Court. They said they always receive the care and support they need and they know how to raise concerns, if necessary. People commented:

"Happy with the cleanliness of the home, plus redecoration of the interior'; 'Very good to me'; 'I think they do everything well'; 'I think the home looks really lovely now'; 'I'm so happy'; 'Would like to go on outings'; Sometimes find communication with foreign staff difficult to understand'.

We received four completed surveys and one letter from relatives of people who use the service. Comments included:

'The home is friendly and has a good atmosphere for both visitors and their relatives'; 'Staff always pleasant and able to tell me how mum is'; 'I never worry about how she is being cared for, I have complete confidence in the staff'; 'I am pleased to see that there are activities for the residents and that a Christmas program is being devised'; 'The level of care is brilliant; I noticed a difference in X after she had only been there a few weeks'; 'Car park and gardens are a bit shaty, but the home has undergone a refit it is to be understood'.

The AQAA tells us that all the required policies and procedures are in place.

The service has received no complaints in the last twelve months. One complaint has been made to us about the service. One concern raised was investigated by the local authority under the safeguarding of vulnerable adults.

We have looked at all the information available to us and in our judgment the service continues to provide a good service.

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

We are not going to change our inspection plan.

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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