

Annual service review

Name of Service: The Withins Residential Home

The quality rating for this care home is: three star excellent service

The rating was made on: 1 9 0 2 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:

Elaine Stoddart

Date of this annual service review:

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Information about the service

Address of service:	38-40 Withins Lane Brightmet Bolton Lancashire BL2 5DZ
Telephone number:	01204362626
Fax number:	01204381240
Email address:	withinsreathome@aol.com
Provider web address:	

Name of registered provider(s):	Withins (Brightmet) Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	65

Conditions of registration:		
The service should at all times employ a suitably qualified and experienced manager who is registered with the National Care Standards Commission.		
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	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
The Withins is a large purpose built private residential home providing personal care and accommodation for up to 65 older people. The home is located in a residential area in Brightmet, about 2 miles from the centre of Bolton and may be reached by public transport. There are shops, pubs and other amenities nearby. Accommodation is provided on three floors and there is good wheelchair access throughout the home. All bedrooms are single and have en-suite toilet and handbasin. A passenger lift provides access to all three levels of the home. There is a dining room and lounges on each floor and each floor is provided with bathrooms, a shower room and toilets. A Service User Guide (Residents Information Guide) that describes the home's services is

available in the home and prospective and new residents and their families are provided with a copy of this document. A copy of the latest inspection report is also displayed in the reception area. The weekly charge for accommodation and services is between 378:66 pounds for those residents whose fees are paid for by social services and 420:00 pounds for people who pay privately. Additional charges are made for hairdressing, private chiropody services and personal magazines and newspapers.

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

What did we do for this annual service review?

The annual service review for The Withins Residential Home included the following:

An annual quality assurance assessment (AQAA) was sent by us to the service. The AQAA is a self-assessment and a dataset that is filled in once a year by all providers and it is one of the main ways that we will get information from providers about how they are meeting outcomes for people using their service. The AQAA also provides us with statistical information about the individual service and trends and patterns in social care.

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 manager 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 and what other people have told us about the service.

What has this told us about the service?

The provider 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 judgment is that the home is still providing an excellent service. They recognise that they are striving to make further changes as a result of listening to people.

Six surveys were received from relatives and eight were received from staff. Their comments include:

Relatives:

"Dad feels safe and secure. He is very happy." "The Withins is excellent, well run, warm, clean and very friendly. All the care is very good. The staff are excellent in looking after my Mum." "Overall I rate Mum's care as excellent. The management have given me support and reassurance at a very difficult time. The residents are always clean and tidy. The food is nutritious and well presented. Mum's room is always spotless. There are daily activities. A big thanks to the Withins." "Caring, friendly atmosphere." "They are always very understanding."

Staff:

"Good family atmosphere. Good management." "We all work as part of a team." "We ensure the residents have the best care possible." "Best home I have worked in." "Always well organised." "The activities are brilliant here." "The new manager does everything to make us happy." "The home is nice and clean."

The AQAA reported that information is available to prospective residents to enable them to make an informed choice if they wish to live there. In the last twelve months the service has introduced a new web site and brochures to improve communication and to promote the service available.

The AQAA reported that the service conducts a pre-admission assessment to ensure the needs of the prospective residents can be met.

The assessments form the basis of the residents plan of care, which covers all areas of their needs. The AQAA reported that the care plans are maintained daily to a high standard to ensure the care given is what the residents need. Residents, relatives and other professionals are involved in the care planning process.

The home has a key worker system, which allocates carers responsibilities of personal care for specific residents. This helps staff to gain knowledge about the residents and helps them to get to know the residents individual needs.

The service involves the residents and their families in the running of the home. Their views are sought through questionnaires, informal communication with residents and their relatives and with other professionals. Residents meetings also take place to enable them to have their say.

The AQAA reported that there is a range of activities available to the people who live there depending on their individual needs. These include outside entertainers and trips out. The residents are encouraged to make choices in how they wish to spend their day and the AQAA reported that 'this helps them maintain levels of independence and keeps them stimulated.'

New menus are in place, which offer more options to optimise the nutritional value of the residents diets.

The AQAA reported that all residents are aware of the policy on how to make a complaint and they are encouraged to discuss any concerns. Two complaints were made to the service in the last twelve months and were investigated to the satisfaction of all parties within the agreed time scales. No safeguarding referrals have been made in the last twelve months. Staff are trained to be aware of abuse and what action to take to safeguard the people they care for. Discussion with the manager confirmed that no Deprivation of Liberty applications had been made. These are made to help people who may lack the capacity to make certain decisions.

The AQAA reported that the home provides a clean and safe environment, which is equipped with the best possible furnishings and equipment. Since the last visit improvements have been made to the sun terrace and lounges have been renovated with new furniture. A call bell system is available to residents call for assistance.

The AQAA reported that a dedicated staff team who are trained to carry out their roles safely provide the care to the residents. Over 90% of the staff are trained in National Vocational Qualifications (NVQ) Level 2. The staff are encouraged to achieve Level 3 NVQ. Staff are recruited following a satisfactory police check (CRB) and at least two references. This helps to protect the people they care for.

The AQAA reported that all services for gas and electricity are up to date thus ensuring the environment is safe. All policies and procedures are updated annually to reflect changes in legislation. Staff receive supervision and appraisals to support them in their roles.

All residents finances are recorded and handled in accordance with the policy to safeguard the residents.

The manager Samuel Shahbazi is in the process of making an application to the Commission to become the Registered Manager. He has been manager of the home for the last 14 months, is qualified with a Degree in Business and has experience in the caring field.

The service 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?

The Care Quality Commission will continue to monitor information about this service and will carry out an inspection when required. 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 it.

Reader Information

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Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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