

Annual service review

Name of Service: Heathfield

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

The rating was made on: 1 7 0 7 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:

Sheila Gawley

Date of this annual service review:

1 4 0 7 2 0 0 9

Information about the service

Address of service:	88 Hurst Road Horsham West Sussex RH12 2DX
Telephone number:	01403254055
Fax number:	
Email address:	sue@heathfieldrch.co.uk
Provider web address:	

Name of registered provider(s):	Heathfield (Horsham) Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	36

Conditions of registration:								
The maximum number of service users who can be accommodated is:	36							
The registered person may provide the following category of service only: Care home only - PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category - OP								
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	7	0	7	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Heathfield is a care home providing personal care and accommodation for up to 36 older people. Heathfield Horsham Ltd., a charitable organisation, owns it.</p> <p>The home is located on the outskirts of Horsham, close to shops and other local amenities and consists of a two-storey building with well-maintained gardens. Both floors are served by a passenger lift. There are 36 single bedrooms 13 of which offer en-suite facilities. Communal areas consist of a large sunroom, comfortable lounge and dining areas.</p>

The fees for the home are from £350 per week.

The home last had a Key Unannounced Inspection on 17th July 2009, when it was rated a Good 2 star service. We will do a further key Unannounced Inspection before 17th July 2009.

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.

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 (AQAA) when we asked for it. It was clear and gave us all the information we asked for.

We were not in receipt of any comments from people who use the service.

The AQAA told us that following consultation with people who use the service they have renovated one major path in the garden and created an additional seating area, they have purchased further garden furniture for the conservatory courtyard, they converted 5 more rooms to en-suite with toilets and some double glazing has been replaced.

The home also regularly try out new entertainers and arrange returns of those that are popular with the people who use the service.

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.

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

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.

Reader Information

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