

Annual service review

Name of Service: Yercombe Lodge

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

The rating was made on: 0 1 1 0 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:

Vanessa Carter

Date of this annual service review:

1 6 0 9 2 0 0 9

Information about the service

Address of service:	Yercombe Lodge Stinchcombe Dursley Glos GL11 6AS
Telephone number:	01453542513
Fax number:	
Email address:	yercombe@btopenworld.com
Provider web address:	

Name of registered provider(s):	Yercombe (Gloucestershire) Trust	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	11
physical disability	11	11
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:	0	1	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Yercombe Lodge is an Edwardian property that has been sympathetically adapted and extended to provide accommodation for long-term or respite care for up to 11 older people over 65 years or for anyone over the age of 18 with a physical disability. Yercombe Lodge also provides day care but this does not fall within the remit of our regulatory role. Comfortable and spacious communal areas are located on the ground floor, all of which have the benefit of extensive and attractive views over the surrounding countryside.

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 in October 2008.

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 were sent to the home to be given to people using the service or those healthcare professionals 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 report dated 1 October 2008.
- 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 and within the timescale we had set. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing a good service and that they have a plan for further improvements they wish to make. They told us that they ask respite users to complete feedback forms and that people return to stay with them on a regular basis. They also told us that they have a significant waiting list of people wanting long term placement in the home. We were told that a new team leader has been recruited and that the majority of care staff have already achieved at least a Level 2 National Vocational Qualification (NVQ) in health and social care. The manager has dealt with one complaint in accordance with their complaints procedure.

Unfortunately we did not receive any survey forms back from people who live or stay in the home, or from healthcare professionals who are involved in the service.

Since the last inspection we were contacted by a social worker on behalf of a person who had an unsatisfactory respite stay. We asked the home manager to deal with the issues that were raised and were told that the complainant was satisfied with how their complaint had been handled.

The home have continued to tell us about any events that have occurred in the home and have shown us that they manage situations well.

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 further annual review in September 2010 and a key inspection before 30th September 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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