

Annual service review

Name of Service: Willows Residential Home

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

The rating was made on: 0 8 1 2 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:

Claire Hutton

Date of this annual service review:

1 9 1 0 2 0 0 9

Information about the service

Address of service:	Corders Farm, Bury Road Lawshall Bury St Edmunds Suffolk IP29 4PJ
Telephone number:	01284830665
Fax number:	01284830892
Email address:	
Provider web address:	

Name of registered provider(s):	Extrafriend Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	25

Conditions of registration:

1 The home may accommodate persons of either sex, over the age of 65 years, who require care by reason of old age (not to exceed 25 persons)

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:	0	8	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

The Willows is a large detached building set in its own grounds in the village of Lawshall, a rural location, approximately eight miles south of Bury St Edmunds. The property, originally a farm, was extended during 2004 to provide additional bedroom and communal facilities. As a result the number of registered beds at Willows increased from seventeen to twenty-five. Apart from one larger shared bedroom on the first floor, the remaining bedrooms were singly occupied, and all bedrooms in the home had en-suite facilities. The accommodation, located on two floors, includes a shaft lift, and a staircase, connecting the two floor levels. The home is set in pleasant gardens, which include patio seating areas, lawns, flowerbeds, and a pond. There is off road car-

parking at the front of the home. Current average weekly fees for this home is £595.00 per week. The home does take people funded by Social Services and the service should be contacted directly about up to date terms conditions and fees.

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 service 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 judgement is that the service is still providing a good service and that they have continued to develop over the last year. An example of improvement from the AQQA is that the home has: developed a website to tell people about their service, further developed their falls prevention strategy and had an outside agency develop a fire risk assessment and have put their findings in place. People using the service tell us that they are happy. We received a positive response to all our questions on 6 returned survey. They are particularly pleased with the level of care and support they receive and the staff. One person who lives at the home told us 'excellent staff - couldn't do better'. Another person said the service 'provides excellent care and support. Ensures residents are happy and participate in activities. Enjoy a healthy balanced diet'.

We received comments from 7 staff. All continue to be very satisfied with the induction training and support they receive. All staff were positive about information they received to support people and felt that they had the experience, and knowledge to support people who lived at the home. All staff said they knew what to do if anyone had a concern about the home. When asked what the service did well one staff member said 'good communication with residents families, a friendly home, but also very efficient'. Another staff member said 'I enjoy working at The Willows its a very friendly place to work in a relaxed atmosphere, but a very caring attitude to everyone

concerned'. This view was expressed by other staff too.

We also received 2 completed surveys from health professionals and they responded positively to all our questions on health care, support and their experience of the home. One person wrote 'The Willows is an excellent example of what can be achieved by a compassionate and highly motivated team'. Another person wrote 'probably the best residential home in the area'.

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 excellent outcomes for the people who use it.

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

We are not going to change our inspection plan. The current plan of inspection is determined by legislation and that currently guides us to inspect every 3 years from the last key inspection.

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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