

## Annual service review

Name of Service: Beulah Lodge Rest Home

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

The rating was made on: 0 7 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:

Paul Stibbons

Date of this annual service review:

0 7 1 0 2 0 0 9

## Information about the service

Address of service:	1 Beulah Road Tunbridge Wells Kent TN1 2NP
Telephone number:	01892548447
Fax number:	01892539040
Email address:	
Provider web address:	

Name of registered provider(s):	Beulah Lodge Rest Home Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	21

Conditions of registration:								
The maximum number of service users to be accommodated is 21.								
The registered person may provide the following category/ies 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 categories: 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?	Yes							
If yes, what have they been:	None							

Date of last key inspection:	0	7	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Beulah Lodge is registered for 21 older people. A small number of residents also have mental health difficulties. Beulah Lodge is a detached property with 19 single bedrooms and 1 bedroom which can be shared on request; all have en-suite facilities with WC. There are telephone points in 7 bedrooms, call points and TV points to all bedrooms. There is a shaft lift to all floors. The home is a listed building in a residential area of Tunbridge Wells, close to Victoria Place shopping centre. There are a number of smaller family run shops close by. The Home is on a local bus route and there is a

main line station in the town. There are gardens to the front and rear of the building with a small car park to the rear of the building. There is an outbuilding housing Company offices to the rear of the house. The owner has 30 years experience in running residential homes and the Manager has 19 years experience working with the elderly in a residential setting and holds the Registered Managers Award and NVQ level 4 in care. The home provides care staff, working a roster, which gives 24-hour cover. Staff are also employed for catering and domestic duties. Current basic fees for the home start from 463 pounds per week. Additional costs include hairdressing, personal toiletries, chiropody, newspapers, transport and personal telephone. Full information about the fees payable, the service provided and the home's Statement of Purpose are available from the owners.

## **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.

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. The AQAA identified areas that have improved since the last inspection and others where further developments are either planned or would benefit people who use the service. We looked at the information in the AQAA and our judgment is that the home is still providing a good service and that they know what further improvements they need to make. The self assessment indicates that a number of improvements have been made as a result of listening to the people who use the service, these include, redecoration of parts of the home, new garden furniture purchased, an increase in activities for residents, an increase in staffing levels at peak times and to improve infection controls hand gel dispensers have been fitted to each floor and staff have been issued with permaguard antibacterial uniforms.

The service has a strong commitment to staff training that includes induction core standards, mandatory training and NVQ in care.

The last inspection report was positive with no requirements made at the time.

The service continues to let us know about things that have happened since our last key inspection and they work well with us and have demonstrated to 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?

We are not going to change our inspection plan, and will do a key inspection by the 5th October 2010.

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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