

Random inspection report

Care homes for older people

Name:	Wren Hall Care Home
Address:	234 Nottingham Road Selston Nottinghamshire NG16 6AB

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

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.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:								
Mary O'Loughlin	0	1	0	6	2	0	1	0	

Information about the care home

Name of care home:	Wren Hall Care Home
Address:	234 Nottingham Road Selston Nottinghamshire NG16 6AB
Telephone number:	01773581203
Fax number:	01773860683
Email address:	wrenhall@btconnect.com
Provider web address:	

Name of registered provider(s):	Wren Hall Nursing Home Limited
Name of registered manager (if applicable)	
Ms Anita Astle	
Type of registration:	care home
Number of places registered:	41

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	8	0
old age, not falling within any other category	0	41
physical disability	3	0
terminally ill	2	0

Conditions of registration:								
Date of last inspection								
Brief description of the care home								
Wren Hall is a 41-bed care home, providing nursing care for people of both sexes, with physical disabilities, older people requiring care support and also people with dementia.								
Situated in the village of Selston, the two-storey building provides three lounges and								

Brief description of the care home

two dining areas, one in a pleasant conservatory setting. There are 30 bedrooms, of which 14 single and 5 double with en-suite facilities. All are comfortably furnished and decorated to a high standard. Externally there are extensive well-maintained gardens and, to the front of the building, a good-sized car park. All parts of the home are accessible to service users.

The range of fees payable are £486.00 to £652.00 per week as a standard rate.

There is information available on request about the facilities and services provided. There is a brochure, a statement of purpose and service user guide. The information is provided in a range of formats including CD/DVD/Audio and large print.

What we found:

We undertook this inspection as part of the work we have remaining under the Care Standards Act 2000 before we use the new Law, the Health and Social Care Act 2008 which will mean we work with services in different ways. This service was given a 3 star, excellent rating in 2007, and we have not received any information about the service through complaints, safeguarding or from other agencies such as the Local Authority or the Primary Care Trusts which gives us any cause for concern.

Prior to our visit an analysis of all the information we have received about the home since our last inspection was undertaken.

We looked at what the manager had told us in the Annual Quality Assurance Assessment (AQAA) and the responses we received from our 'Have Your Say' surveys which we sent to residents at the home.

We used evidence from our observations, from speaking to people about their experience of living at the home, talked to staff about their understanding of people's needs and the training they receive to support them in their role.

What the care home does well:

The manager gave us excellent information within the AQAA that demonstrated her commitment to valuing the equality and diversity of people who live at the home. Information we receive from external agencies show the manager is an effective leader who consistently provides high quality services.

We saw how the Department of Health 'Skills for Care' awarded the home 'Best Employer' for under 250 staff in December 2009 based on the homes planning and staff development.

They also received the 'Nutritional Team Award' for the East Midlands in October 2009 for their management of people's nutrition.

We saw how they have focused on improving the services for those people with Dementia and a member of staff was awarded 'Dementia Care Manager' in November 2009. There are now separate day areas that provide people in the advanced stages of Dementia an environment that has visual and tactile equipment to support their needs.

Our 'Have Your Say' survey responses told us that people living at the home feel they receive the medical care and support they need. They told us that there were enough staff on duty to meet their needs and that the staff listened to them and acted on what they said.

During our visit to the home we spoke to a number of people living there and their relatives. People had only positive things to say about the service they were receiving, comments included, " The staff team are extremely dedicated, patient and understanding" " I'm amazed at how hard the staff work and how good they are with people". " I love the food and the staff are always there if I need them".

We saw how people were involved in activities such as weaving, knitting and reading. A volunteer was assisting people with craft work during our visit and staff were very visible about the home supporting people safely.

The manager told us in the AQAA that, 'We have a well trained and highly skilled work-force. Management is committed to providing a diverse range of accredited training not merely statutory training to ensure our work-force is competent to meet the needs and expectations of our Customers'.

The manager continues to let us know about things that happen in the home and information we receive shows that there are robust systems in place to safeguard people and continuous monitoring which ensures improved outcomes for people living there.

What they could do better:

We have not made any requirements or recommendations as a result of this inspection.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Reader Information

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Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

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