

Annual service review

Name of Service:	Wren Hall Care Home
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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

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
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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:	
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Name of inspector:	Date of this annual service review:
Mary O'Loughlin	0 9 1 0 2 0 0 9

Information about the service

Address of service:	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	
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
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:	Nil	

Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
<p>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.</p> <p>Situated in the village of Selston, the two-storey building provides three lounges and 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.</p>

The range of fees payable are £500.00 to £1000.00 per week

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.

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 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.

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. The AQAA contained excellent information and showed that the manager has a high level of understanding about the importance of equality and diversity and person centred care planning. The document was fully and accurately completed. We looked at the information in the AQAA and our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make.

We have not received any complaints about the service in the last twelve months. The manager told us that the home has received three complaints within the last 12 months and that these were resolved within the 28 day timescale.

We received seven completed surveys from people living in the home this told us that people received enough information about the home before they moved in. They all said they knew who to speak to if they were not happy and knew how to make a complaint. They told us that staff were always or usually available when they needed them and they always or usually listened and acted on what they said.

People living in the home told us that they always or usually received the care and support they needed. They also told us that there was always activities for them to take part in and that they always or usually liked the food that was provided by the home.

When we asked what the home does well, people said things like, "They look after me well" "The meals are lovely" "The staff are nice".

We received three completed surveys from health and social care professionals who regularly visit the home. Each response told us that the staff monitor and review health care needs properly, always seek advice if needed and always provide accurate information to ensure that the correct service and support is planned for residents. They told us " The home does everything well, from basic care to end of life care" "They maintain the privacy and dignity of residents and always involve the families".

We received three responses to our surveys from staff working at the home. This told us that they are receiving training appropriate to the work they perform and keeps them up to date with new ways of working. The information within the AQAA shows that the staff team continue to receive training beyond National Minimum Standards.

The manager 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, and will do a key inspection by October 5th 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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