

Annual service review

Name of Service: Netherfield Court

The quality rating for this care home is:	two star good service								
The rating was made on:	1	6	0	3	2	0	0	9	

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:	Date of this annual service review:								
Eileen Engelmann	0	1	0	3	2	0	1	0	

Information about the service

Address of service:	Eldon Road Eastwood Rotherham South Yorkshire S65 1RD
Telephone number:	01709336793
Fax number:	01709336794
Email address:	Yasmin.Allen@rotherham.gov.uk
Provider web address:	None

Name of registered provider(s):	Rotherham Metropolitan Borough Council	
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 who can be accommodated is: 21

The registered person may provide the following category of service only: Care Home only Code PC To service users of the following gender: Either Whose primary care needs on admission to the Home are within the following category: Old Age, not falling within any other category, Code OP - maximum number of places 21

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:	1	6	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Netherfield Court is registered as a care home to provide Intermediate Care. Accommodation is provided for a maximum of 21 persons aged from 60 years, and over pensionable age who require Intermediate Care. The service is jointly provided and jointly funded by Rotherham Borough Council (RMBC) and Rotherham Healthcare Trust (RHCT). There is no nursing care or long stay care provision on site. Referrals and admission may be from hospital or the community. A multi- disciplinary team work

at the home to provide care and rehabilitation. The team consists of care enablers, physiotherapists and occupational therapists. Support and interventions are also received from social workers and medical/nursing staff, as required. The home is situated in Eastwood area and within walking distance from the town centre. It is well served by public transport and a range of local facilities and shops. People who are referred to the home are not charged any fees. The cost of the service is met by both the Rotherham Borough Council and the local Primary Health Care Trust. Further information about conditions of admission to the home and other facilities can be obtained by contacting the home.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We last visited the home for its Key Inspection on 16 March 2009 when we rated it as a 2* or good service.

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. 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 has this told us about the service?

The home sent us their 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 home is still providing a good service and that they know what further improvements they need to make.

The AQAA tells us that the home has a core team of care staff who work with other professionals from the community, to ensure people using the service are able to rehabilitate and move back into their own homes as quickly as possible. The management team has recognised there is a need to improve the recording of information and communication between itself and partner agencies, in order to provide a more effective service.

Information in the AQAA tells us that the service plans to increase its staffing hours over the next 12 months and introduce additional staff to enable the service to be more efficient and client focused. There are plans to improve the discharge home process by having better discussion with District Nurses and GP's especially where people have continuing health needs.

The service is striving to become more person centred and over the next 12 months it

hopes to offer people a more constructive activity programme, which includes some aspects of therapy. At the moment physiotherapists are offering a twice weekly exercise programme as part of the activities on offer.

We received four surveys back from social and healthcare professionals who input to the service. These individuals tell us that they are satisfied that people's social and health care needs are being properly monitored, reviewed and met by the care service. Comments that were made include

"The service is pro-active in promoting people's choices and independence. It provides therapy and re-enablement, which means people can return home and continue living in a community setting. The service works in a multi-disciplinary setting, and ensures people have access to a wide variety of services".

"The service responds well to individualised need, staff communicate effectively and work as a team. Promotes people's independence".

"Enables people to achieve their physical potential in the 6 week time period. Usually enables people to return home, any length of stay shorter than 6 weeks would be difficult to achieve for some people. The staff respect people's individual needs and abilities".

"Provides a holistic approach tailored to each person's individual needs".

Some of the social and healthcare professionals would like to see a more robust staff training programme in place; saying that they would like staff to receive more training around recording of information about people's abilities and needs, infection control including barrier nursing and handwashing, moving and handling, dementia care and understanding of physical problems brought about by medical conditions and how therapy intervention can change these.

The management team should take on board the feedback above, and use it to develop the staff training programme further.

We received seven surveys back from people who use the service. People living in the home said that they get the care and support that they require and that staff are readily available to offer help when needed.

Individuals using the service told us that

"The service provides nice meals, clean bedding, activities if I want to join in, regular drinks, assistance with washing/bathing, gives medication on time and the staff are there if needed at all times. I have enjoyed my time here, the staff and home is nice but I will be glad to go home".

"The care staff are very good, the food is first class and the home is very clean. I have found support from all members of staff. When I arrived I had been non-weight bearing for 8 weeks and 4 weeks later I am now on crutches".

" The service provides good, nourishing meals which are tasty and seasonal. The cleanliness of the home is first class".

"All the staff are helpful and kind".

We have not received any formal complaints about the service over the last 12 months. We were notified of two safeguarding of adults from abuse referrals to the Rotherham Council Safeguarding team. One allegation was about missing money and the police were informed and gave advice to the home and the people using the service, the other allegation was concerns over the medication of a person discharged from hospital into the care of the service. This was investigated and no further action was needed.

People using the service tell us that they are confident of raising any issues with the manager or staff and know how to use the complaints policy and procedure. Staff have received training around safeguarding of adults, the mental capacity act and equality/diversity issues. This training helps staff understand their responsibilities and role in keeping people safe from harm.

The home continues to let us know about things that have happened since our last Key Inspection, and they have shown us that they have managed issues well. They work well with us and have shown 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?

It is our statutory responsibility to inspect all care services at least once every 3 years. The completion of this Annual Service Review has not changed our view of the quality rating for this service, therefore we are not planning to inspect this service before 15 March 2012.

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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