

## Annual service review

Name of Service:	Parkhill Lodge
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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:
Marina Warwicker	0 9 0 7 2 0 0 9

## Information about the service

Address of service:	Larch Road Maltby Rotherham South Yorkshire S66 8AZ
Telephone number:	01709813040
Fax number:	01709790325
Email address:	
Provider web address:	NONE

Name of registered provider(s):	Rotherham Metropolitan Borough Council (LDS)
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	22	0

Conditions of registration:
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The maximum number of service users who can be accommodated is: 22

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: Learning disability - Code LD

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	There has not been any changes to the registration status to the home.
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Date of last key inspection:								
Date of last annual service review (if applicable):								

Brief description of the service
Parkhill Lodge is owned and operated by Rotherham Metropolitan Borough Council. It is a care home offering accommodation for people with learning disabilities on a long stay, short stay and respite care basis.
The home provides accommodation for up to 22 people in single room accommodation.

It is situated in its own grounds with gardens and patio area and is within walking distance of Addison Day Centre.

The home is a short bus journey on routes 101 and 102 from Maltby.

The charge for the week depended on the age and the allowances people were entitled to. On the day of our last site visit the charges ranged from 52.65 to 102.90 GBP per week. There were no extra charges for other services.

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

What did we do for this annual service review?

Please note we have included the information which is missing on pages 1&2 here. This is an excellent service. The rating was made on 17/07/2007 following a Key unannounced inspection. We carried out an ASR on 14/07/2008 when we did not change the rating due to the information we received about the service. The date by which we expect to carry out a key inspection is 15/07/2010.

On this occasion:

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 annual quality assurance assessment (AQAA) when we asked for it. The information was clear. We looked at the information in the AQAA and the information we have received from the people using the service, relatives, the staff and other professionals who came into contact with the home during the last 12 months and our judgment is that the home is still providing an excellent service and that they know what further improvements they need to make. We have received feedback from ten service users, two visiting professionals and nine staff working at the home. Their comments confirm that Parkhill remains a service which promotes good customer care, gives people who use the service choices and encourages independence. These were some of the comments we received, "Staff look after us well." "The staff are nice, the food is good and the home is clean." "Helps me keep clean. I like making my tea." "I am very happy living here. I enjoy social evenings, residents meetings and outings. Like more of these." "Liked holiday to Blackpool. Like more holidays and days out." "Parkhill is a lovely place to work. Staff work well as a team and do the best we can with the limited resources." "The home is desperately in need of upgrade. the accommodation for the people needs to be brought into the twenty first century. Too many ad hoc repairs and mending. Very little progress has been made." "Although the clients like the meals here, they should be encouraged to eat healthily more fresh fruits and vegetables." "The residents love to go out on trips. Why can't they use the minibus used by outreach. The minibus is not used at the weekends and in the evening. The clients love unplanned trips." "We may not be good with paperwork but we care about the residents and they are like part of our family. We enjoy coming to work and you will see it by the residents friendliness towards us when they see us."

The information from the management of this home confirmed that as a result of their internal audits and listening to people involved with the service they were carrying out the following.

The senior staff to monitor care plans and train staff in record keeping and regular updates on care progress.

Residents had chosen to develop a memorial garden with plaques, garden furniture and plants. The management were planning on facilitating this project.

More service user involvement when planning outings and access to vehicle for transport.

The management are waiting for the funding to be agreed for the refurbishment. We identified this on our last Key Inspection visit in 2007 and we would welcome improvement in this area.

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 15h July 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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