

Annual service review

Name of Service: Willows Edge

The quality rating for this care home is: three star excellent service
 The rating was made on: 1 8 0 9 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: Kerry Kingston
 Date of this annual service review: 1 1 0 9 2 0 0 9

Information about the service

Address of service:	Willows Edge Hutton Close Shaw Newbury Berkshire RG14 1HJ
Telephone number:	0163545252
Fax number:	
Email address:	prolfe@westberks.gov.uk
Provider web address:	

Name of registered provider(s):	West Berkshire Council
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Name of registered manager (if applicable):	The registered provider is responsible for running the service
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Conditions of registration:

Category(ies) :	Number of places (if applicable):
	Under 65 Over 65

dementia	36	0
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Conditions of registration:

The maximum number of service users to be accommodated is 36
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The registered person may provide the following category 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 category: Dementia (DE)

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	8	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Willows Edge is owned and operated by West Berkshire Council. The home is located in Shaw, near Newbury, and provides specialist residential care for elderly persons with a diagnosis of dementia. Accommodation is on three floors with access via a lift. Thirty-five single bedrooms are used for long-stay care and one single bedroom is available

for respite care.
The fees are £650 per week.

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

What did we do for this annual service review?

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. A telephone conversation with the deputy manager of the service.

Nine surveys returned to us by people who use the service (ten were sent).

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?

We received the annual quality assurance assessment before the date it was due back. It was completed to a very high standard 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 an excellent service.

We received nine surveys completed by people who live in the home, with help from family or staff. All nine were positive, some comments were, 'everything is very good', 'the home looks after me well', 'it gives each personal attention', 'lovely, homely care', 'every attempt is made to draw upon individuals' character, experience and life history, they are seen as individuals not just numbers', 'a wide range of activities is provided to facilitate mental and physical stimulation', 'the home is clean, well ventilated and attention is paid to health and safety', 'staff are always on hand to speak to', 'food is always nice and hot', 'staff are kind and helpful, I have every confidence that my family member is being well looked after'. Other comments included 'more opportunity could be given for people to spend more time in the garden' and 'there could be more trips out'. The AQAA noted how the home is planning to make more use of the garden and increase peoples' opportunities to spend time out of the home.

The AQAA noted that improvements had been made as a result of the home listening to the views of the people who live there, these included, producing a booklet called 'about me' which provides information about life history, chosen lifestyle, wishes and end of life choices, enhancing the garden and making access easier for people and improving the environment such as redecorating the bathrooms and some communal areas. The AQAA also notes that they are growing fresh fruit, vegetables and herbs in the gardens for consumption by those who live there. The home demonstrates its commitment to equality and diversity in a number of ways such as, ensuring all care plans are tailored to meet peoples individual needs, actively promoting freedom of choice throughout residents care and securing funding to enable them to work with an advocacy service. They also intend to use 'talking mats', which is a system that helps people who have communication difficulties to express their views and feelings. The home also reports that it is working more closely with care managers to ensure that daily living equipment (to support peoples' independence) is reviewed and replaced as

required.

The home have development plans for many areas including incorporating the Mental Capacity Act assessment tool into their assessment and care planning process.

The AQAA noted that the home do not have procedures for some areas of care such as nutritional screening, dealing with violence and aggression, food safety and nutrition and pressure relief. The deputy manager (via a telephone call) confirmed that whilst there are no formal procedures, they are all part of peoples' individual care plan and action would be taken accordingly, he described how they had cared for someone with pressure areas with the help and advice of the G.P and district nurses. He also advised that the home is now using a formal nutritional screening assessment tool.

The home continues to let us know what has happened in the service and works well with us. They have told us about four complaints that have been properly dealt with and one safeguarding issue, also appropriately dealt with. The Commission has received no information with regard to complaints or safeguarding issues about the service.

The home continues to provide excellent outcomes for people who live in the home, and people have told us that they are very happy with the service provided.

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 18Th September 2011.

However we can inspect the home at any time if we have concerns about the quality of the service or the safety of the people using it.

Reader Information

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