

## Annual service review

Name of Service: Chestnut Walk

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

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:

Kerry Kingston 2 1 1 0 2 0 0 9

## Information about the service

Address of service:	15 Chestnut Walk Hungerford Berkshire RG17 0DB
Telephone number:	01488683263
Fax number:	
Email address:	chestnutwalk@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	13	0
mental disorder, excluding learning disability or dementia	13	0
old age, not falling within any other category	0	13

Conditions of registration:

The maximum number of service users to be accommodated is 13

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) Mental disorder, excluding learning disability or dementia (MD) Old age, not falling within any other category (MD)

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:

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

Brief description of the service

Chestnut Walk is a care home run by West Berkshire Council. It is registered to care for 13 older people. Within this number up to five of these people could also have a diagnosis of dementia or mental disorder.

The home is purpose-built and is of single storey construction. The home is within a local housing development area with many local amenities close by.

The main town centre of Hungerford is nearby, as is the GP surgery, library and churches of various denominations.

There are 12 bedrooms, one of which is a double room. All the rooms have wash hand basins. There is a large lounge, the main dining room is adjacent to the kitchen and there is a separate conservatory, which is also next to the dining room.

Fees at the time of inspection were £650 per week.

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

What did we do for this annual service review?

We looked at 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.

We noted the responses and comments made on six surveys returned to us by people who use the service (ten were sent).

We looked at what the service has told us about things that have happened in the service, these are called notifications and are a legal requirement.

We looked at the previous key inspection, any requirements made and the results of any other visits that we have made to the service in the last 12 months.

We looked to see if we had received any relevant information from other organisations.

We listened to what other people have told us about the service, if anything.

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.

The AQAA says that there have been four deaths and one fall in the the ten months preceding this review.

We received six surveys completed by people who live in the home, some were completed with help from family and some were completed independently. All six were very positive, some comments were ' they cater to my every need', 'they help me to look after myself very well', 'they cook well', 'good food, beds always well made, all staff treat me with respect' and 'the home looks after me very well'.

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 new admission procedures, the production of a booklet called 'all about me', which contains information on peoples' life history, chosen lifestyle and end of life care choices and an increased range of activities.

Other improvements that have been implemented are the separation of catering tasks so that care staff can spend more time with people, new procedures to access amenity funds so that people can have more say in how it is used, upgrading of fire alarm systems and necessary redecoration and replacement of furniture.

They note that they are going to further improve some aspects of care planning and

improve staffs' understanding of the Mental Capacity Act with particular reference to 'Deprivation of liberties' (DoLs). 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 and actively promoting freedom of choice throughout residents care. The home continues to let us know what has happened in the service and works well with us.

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 14th November 2010.

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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