

Annual service review

Name of Service: St Johns House

The quality rating for this care home is: three star excellent service

The rating was made on: 1 4 0 1 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:

Pauline O'Rourke

Date of this annual service review:

0 6 0 1 2 0 1 0

Information about the service

Address of service:	Parker Lane Kirk Hammerton Nr York North Yorkshire YO26 8BT
Telephone number:	01423330480
Fax number:	01423331619
Email address:	stjohns@residential-homes.net
Provider web address:	www.residential-homes.net

Name of registered provider(s):	Clifton St Annes Personal Care Services Ltd.		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	36	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No		
If yes, what have they been:			

Date of last key inspection:	1	4	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
<p>St Johns House is registered to provide accommodation and personal care for up to 36 people over the age of 65 years. The home is a large manor house converted and extended for its current use. The home is set within its own grounds and is situated on the outskirts of Kirk Hammerton village mid way between Harrogate and York. Clifton St Annes have owned the home since November 2004.</p> <p>Thirty-four of the thirty-five bedrooms are for single accommodation and the one double room is currently also used for single accommodation and would only be used as a double at the expressed wish of the people who would be sharing the room such as a married couple. These rooms along with the communal rooms are sited on the ground and first floors. The home has a stair lift, a full passenger lift and has level access from outside.</p>

Current information about services provided at St Johns House in the form of a statement of purpose, service user guide and the most recent inspection report published by the Care Quality Commission are available by contacting the home.

on the 14th January 2009 the weekly fees were between £480 and £550.

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 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.

4 surveys (out of 10 sent out) returned to us by people using the service. We also received surveys from relatives and staff.

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.

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 service sent us their annual quality assurance assessment (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 judgment is that the service is still providing an excellent service and that they know what further improvements they need to make.

Information about the service is provided in a 'Welcome Brochure' and it can be provided in large print for those who require it. People looking to move in to St John's have a thorough assessment of the help and support they require to ensure that their needs can be met by the staff. Each person has a care plan and a key worker ensures the plans are reviewed regularly. Feedback from people who live at St John's said that they had received enough information about the home before they had moved in. They also indicated that they received the care and support they required and that staff listened to what they say. They also said that the food was good and the home was always fresh and clean. Comments received included:

'I was comfortable and had plenty of good quality food and plenty of rest. The staff were so kind and gave me the best care'

'Very family orientated, there are activities daily and musical afternoons'

'The staff are very nice and helpful' and 'Excellent service by all the staff'

There is a comprehensive complaints procedure in place and people indicated they knew how to make a complaint if they weren't happy. Feedback also indicated that any complaints made were dealt with appropriately. There have been ten complaints received by the home since the last inspection, none of these were upheld.

Feedback was also received from three relatives of people at St John's and comments included:

'St John's provides an open, caring and friendly atmosphere. The manager and staff are all very helpful, attentive and thorough'

'Since my relative has been at St John's I have had peace of mind knowing that he is very well looked after'

'St John's House is excellent, I am very happy to have my relative cared for -I trust them completely'

'The care at St John's is very good, staff are always helpful, kind and efficient. There is a very good atmosphere within the home'

One member of staff responded to the survey and indicated that the people who live at St John's were treated with respect and dignity and their opinions were sought to ensure the care and support they receive is appropriate.

The service 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?

It is our Statutory responsibility to inspect all care service at least once every 3 years. The completion of the Risk assessment and Annual service review has not changed our view of the quality rating of this service therefore we are not planning to inspect this service before 14th January 2012.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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