

## Annual service review

Name of Service: Walkden Manor

The quality rating for this care home is: two star good service

The rating was made on: 1 8 0 2 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:

Elizabeth Holt

Date of this annual service review:

1 2 0 2 2 0 1 0

## Information about the service

Address of service:	41 Manchester Road Walkden Worsley Gtr Manchester M28 3WS
Telephone number:	01617909951
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Walkden Manor Care Home Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	2	0
old age, not falling within any other category	0	29

Conditions of registration:		
A maximum of 29 older people (OP) requiring personal care only may be accommodated.		
Within the overall numbers two (2) service users who are currently accommodated are under the age of 65 and also have dementia (DE). If these service users leave the category will revert to OP. When either of the service users reach the age of 65 the category will be OP (DE).		
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	8	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Walkden Manor is a residential care home situated in the centre of Walkden, Salford. The home provides personal care and support to older people. Bedrooms are situated on the ground and first floor of the accommodation with the laundry, office and main kitchen located in the basement. There are two lounges and a dining room, providing

residents with a choice of where to sit. A passenger lift provides easy access to first floor areas. There is a large, flagged patio area to the rear of the home, which can be used by residents in the warmer months, and a small car park situated at the side of the building. Information about the services provided by Walkden Manor are available in a Statement of Purpose and Service User Guide, which can be obtained from the home.

The weekly fees range from £325 to £373.52 per week. Additional charges are made for hairdressing and for trips. Further information about fees can be obtained from the manager.

## 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 we have received, or asked for, since the last key inspection or annual service review.

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 the service has managed any complaints.

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?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It gave us the information we asked for.

We looked at the information in the AQAA and our judgement is that the organisation is still providing a good service and they know what further improvements they need to make. We received comments from seven people who use the service and from seven staff members. The people who use the service tell us they are satisfied with the service in respect of their privacy and dignity being maintained, they care and support they received and they receive medical attention as needed. Comments received included: "the staff are very friendly", "they give alternatives if I don't like something on the menu", "sympathetic help when needed, keeping a friendly atmosphere, providing entertainment and a good library."

The views of the staff from the comments received were positive. Staff commented that they felt they have enough support, experience and knowledge to meet the different needs of people who live at the home and that communication was good. Comments included, "Management are always available to staff," "Any cares and concerns are fully discussed if there are any problems," " We care well for residents needs and we help them to enjoy their time by providing entertainment, trips and parties."

They told us they carry out detailed pre admission assessments and have a care plan in place before a person goes to live at the home. They told us in the last twelve months they have made improvements to the risk assessments for each person. The

home has a commitment to staff training, staff have received training in moving and handling, malnutrition, infection control and medication and all staff are qualified to National Vocational Qualification level 2 or above in health or social care.

In the AQAA they told us they have made improvements to the social activities provided and have employed an activities organiser so people have more opportunity to take part in organised activities. They feel they provide a substantial amount of activities on a weekly basis and a good level of social stimulation for people living at the home.

Information provided in relation to complaints showed they have a procedure in place and they have an open door policy where they can be approached at any time. They told us the 5 complaints they had received in the last twelve months were resolved within 28 days and all concerns are taken seriously.

They told us they have plans to carry out further re-decoration and replace carpets to keep the environment pleasant for the people who live at Walkden Manor.

They continue to let us know about things that have happened since our last key inspection and they have shown us they have managed issues well. They have shown us they continue to provide good outcomes for the people who use this service.

What are we going to do as a result of this annual service review?

The Care Quality Commission will continue to monitor information about this home and can carry out an inspection 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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