

Annual service review

Name of Service:	Derriford House
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The quality rating for this care home is:	three star excellent service							
The rating was made on:	0	6	1	0	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
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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:							
Kima Sutherland-Dee	0	3	0	3	2	0	1	0

Information about the service

Address of service:	Pinewood Hill Fleet Hampshire GU51 3AW
Telephone number:	01252627364
Fax number:	01252629481
Email address:	derrifordhouse@farthingscare.co.uk
Provider web address:	

Name of registered provider(s):	Derriford House Limited
Name of registered manager (if applicable)	

Mrs Mihaela Paduraru		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	34

Conditions of registration:	
The maximum number of service users to be accommodated is 34.	
The registered person may provide the following category/ies 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 categories: Old age, not falling within any other category (OP)	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
If yes, what have they been:	The manager was registered with the commission in June 2009.

Date of last key inspection:	0	6	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Derriford House is a privately owned and operated care home offering care and support for up to 34 persons accommodated in the OP [older persons] category. All residents live in single rooms provided with en-suite toilet and washing facilities. The

home is located in the North Hampshire town of Fleet, adjacent to public transport local facilities/shops, the nearby towns of Aldershot and Farnborough (within 5 miles) and the towns of Guilford, Basingstoke and Reading within 30 minutes travelling time by car.

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

What did we do for this annual service review?

We reviewed the previous inspection report dated the 6th October 2008 and the self assessment that the manager had completed and returned to us. This self assessment, the AQAA, details how the manager thinks they are meeting the needs of the residents as well as some numerical data. We also looked at any information we had received about this service since the last key inspection.

What has this told us about the service?

The manager returned the AQAA and this had been fully completed with the information we required.

The manager has continued to keep us informed about any incidents or events at the home as they are required to do.

The manager states in the AQAA that the only difficulty in providing the service is the difficulty in recruiting good quality local staff. This is overcome by recruiting overseas staff from European countries and providing them with a high level of training to meet the needs of the residents.

The AQAA demonstrates that the manager knows how they need to continue to improve the home for the benefit of the residents and there are plans in place to achieve the improvements. An example of this is that improvements have been made to the home environment such as a new ramp, a new stair lift and a walk in shower. These changes will improve the access the residents have around the home and the facilities that are available.

The AQAA has details about how the manager and the staff consult the residents and their relatives and how these views are used to seek improvements in the service that is offered. The manager states that they have a residents charter and a clear complaints procedure that is given to all of the residents and available around the home. This is also available in large print.

The last report and the AQAA demonstrate that the residents health and personal care needs continue to be met.

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

The evidence we have at this time suggests that the home and the staff continue to offer the residents an excellent service. We will continue to inspect this home according to our schedule unless we receive any information that changes our view about this home.

Reader Information

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