

Annual service review

Name of Service: Gabriel Court Residential Care Home

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

The rating was made on: 1 1 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:

Stephanie Vaughan

Date of this annual service review:

2 1 1 0 2 0 0 9

Information about the service

Address of service:	17-23 Broadway Kettering Northants NN15 6DD
Telephone number:	01536510019
Fax number:	01536500838
Email address:	rosewonfor@yahoo.co.uk
Provider web address:	www.gabrielcourtltd.co.uk

Name of registered provider(s):	Gabriel Court Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	44	0
mental disorder, excluding learning disability or dementia	44	0
old age, not falling within any other category	0	44

Conditions of registration:		
The maximum number of service users who can be accommodated is:	44	
The registered person may provide the following category of service only: Care home only - Code PC To service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Dementia - Code DE Mental Disorder, excluding learning disability or dementia - Code MD Old age, not falling within any other category - Code OP		
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	1	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Gabriel Court is a large Victorian period property located in Kettering in a quiet residential street and provides personal care and not nursing care for up to forty four older people. There is a relatively new extension to the rear of the original building

that provides additional ground floor bedroom accommodation. The original building has lifts to the upper floor and along with the extension Gabriel Court provides a comfortable homely environment conducive to the care of this large group of service users. Additionally there is an attractive paved garden to the rear of the building that leads to a laid lawn patio area purpose built pagoda a vegetable garden and a sensory garden. These are accessible for able bodied and wheel chair accessible. There is an electronic entrance gate which is a secure automated system that provides a safe and secure environment for service users. As Gabriel Court is located close to the centre of Kettering there is ready access to community resources. Further information about the home can be obtained from the Registered Owner or the Registered Manager in the form of the Statement of Purpose and Service Users Guide. At the last inspection dated 11th February 2009 the range of fees was from 342 to 475 pounds per week with charges for extras such as private chiropody, hairdressing and transport. This information was provided by the Manager on the day of the inspection.

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

What did we do for this annual service review?

We looked at the information that we have received, or asked for since the last Key Inspection.

This included :

The Annual Quality Assessments (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 the people using the service. It also gives us numerical information about the service.

Surveys returned to us by the people using the service and from other people with an interest in the service.

Information about how the service manages complaints.

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

The previous Key inspection and the results of 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 service sent is their AQAA when we asked for it. It was clear and gave us the information that we asked for.

We looked at the information in the AQAA and our judgment is that the service continues to provide a good service to the people who use it. It also shows that the service continues to seek the views of the people who use the service and to make improvements to the service delivery.

We have received completed surveys from eleven of the people who live at Gabriel Court, six from the staff and a survey from a local General Practitioner.

Comments from the people who live there include- 'The home does everything that is needed, nothing could be better' 'The meals are marvelous' 'We enjoy the activities and the cleanliness of the home is good'. 'There is nothing that they could do better' 'The staff are always helpful and friendly, I always feel safe and there is nothing that needs to improve' 'The manager is very friendly, approachable and always willing to listen'. 'Gabriel Court looks after people with dignity and care'.

Staff comments include-

'We attend to the residents needs, there is a good friendly atmosphere'. 'Its a homely building and very secure' ' The standard of food and cleanliness in the home is good'. 'The home runs well in all aspects, I cant think of any improvements that it needs to make'.

The GP's comments included - 'The staff are always helpful to me when I go to the home' 'my patients are very well cared for and the staff are always professional'

The service continues to let us know about the things that have happened since our last Key Inspection and they have shown that they manage issues well. They work with us and have shown that their service continues to provide good outcomes for the people who use it.

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

We are not going to change our inspection plan ; we will do a Key Inspection by the 10th February 2012.

However we can inspect the service at any tome if we have concerns about the quality of the service or the safety of the people who use the service.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
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