

Annual service review

Name of Service: Annacliffe Residential Home

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

The rating was made on: 1 8 0 9 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

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:

Jacqueline Riley

Date of this annual service review:

1 7 0 9 2 0 0 9

Information about the service

Address of service:	129/131 Newton Drive Blackpool Lancashire FY3 8LZ
Telephone number:	01253301955
Fax number:	01253399455
Email address:	annaclifferh@ascali.co.uk
Provider web address:	

Name of registered provider(s):	Annacliffe Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	42
physical disability	4	0
Conditions of registration:		
The registered person may provide the following category of service only: Care home only - Code PC. To people 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 - Code OP, Physical disability - Code PD. The maximum number of people who can be accommodated is: 42		
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:	None	

Date of last key inspection:	1	8	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
The home provides residential care for people of both sexes over the age of 65 years. A wide range of facilities and services are available for service users accommodated within the home. These include a laundry service, hairdressing, and Chiropody. The home also has extensive grounds with a bowling green and patio areas which are accessible to service users. Ramps are provided for wheelchair access. Aids and adaptations are in place to meet the needs of an elderly residential group. The home is

situated in a residential area on a main road, with a good transport network close by. The home has two floors with both lift access and chair lift access to the first floor. There are currently 42 single rooms all en-suite. The home has a Statement of Purpose and Service User Guide providing information about the care provided, the qualifications and experience of the owners and staff and the services residents can expect if they choose to live at the home. A copy of the Service User Guide and most recent inspection report is issued to all prospective residents and their relatives/representatives to help them make an informed choice whether to move into the home. At the time of the inspection the fees were £425 this includes a top up fee agreed with social services whose fees are £364.70..

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

What did we do for this annual service review?

The annual service review for Annacliffe included the following:

The home was asked to complete an Annual Quality Assurance Assessment (AQAA) by us. The AQAA is a self assessment and data set, which providers are asked to complete each year and is one of the main ways that we obtain information about how they are meeting outcomes for people using their service. Completion of the AQAA gives providers the opportunity to tell us about their service and how well they think they are performing. The information given allows us to develop a picture of the service being provided and target out inspection activity.

Surveys were returned to us by people using the service providing us with their views about how well the home is doing.

We take into account what the home has told us about things that have happened there in the previous twelve months, these are called 'notifications' and are a legal requirement.

We look at the information we have about how the service manages complaints. We also take into account the outcome of the previous inspection information.

What has this told us about the service?

The manager of the home returned the AQAA to us when we asked for it. The information was clear and showed how they were meeting the expectations and outcomes for people using the service.

They told us they have introduced a families forum so that relatives can be involved in the planning and implementation of new ideas. In order to gain the views of people using the service they told us they provide monitoring forms so they can measure the effectiveness of the service and make changes where necessary. Regular meetings for people living in the home also contribute toward gaining the views of how the service is performing. Comments we received for people living at the home included, "I like all the things about living here, the staff are marvelous", "I have never had to make any complaints about the care I get here", "The home does everything well", "Nothing needs to change its quite satisfactory".

They told us they now have a mini bus for people to use and for regular outings which is available to people living there. In addition the home has introduced holidays for people and the first one involving six people was so successful the residents have requested another holiday in Wales, which is being organised by the manager.

In order to ensure peoples equality and diversity needs are being met the home has regular religious services in the home as well as some people attending local churches. Comments included, "I go to church on a regular basis and its nice to keep that link".

They said there is a comprehensive complaints procedure available to people who use

the service, so they know how to raise concerns and how they will be dealt with. They told us one complaint has been investigated using this procedure in the last twelve months. The Commission has received one concern in the previous twelve months but this was unsubstantiated.

They told us they are working hard to continually improve the environment so that it is homely and meets peoples needs. There are a range of aids and adaptations available for people with mobility problems or physical disabilities. They told us people like to use the extensive gardens in good weather and this was confirmed through surveys we received comments included, "They look after me well, take me on holidays and spend time in the garden", "I don't think they could change a thing", "I am happy here". One of the comments received told us the decision as to whether its hot or cold seems to be made by active younger staff. We spoke to the manager about this and were told the heating is consistent throughout the home but there are occasions when it does not suit everybody. In these instances people are listened to and additional heating or blankets are provided. However, the manager said they would take this comment into account and ensure staff are made aware of the issue.

Comments from staff told us they feel supported in their roles, and that they received regular supervision form the management team so that they are monitored in their individual roles and they have the opportunity to develop their knowledge and skills through an active training programme made available to all staff. Comments included, "I feel well supported by the manager and we all work well together", "I get supervision from the senior manager and they try and encourage us to do more training".

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 carry out an Annual Service Review by 17th September 2010. We can inspect the service at any time if we have any concerns about the quality of the service or the safety of the people using it.

Reader Information

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