

## Annual service review

<b>Name of Service:</b>	Thorpe House Nursing Home
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The quality rating for this care home is:	two star good service							
The rating was made on:								

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.

<b>Has this annual service review changed our opinion of the service?</b>	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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<b>Name of inspector:</b>	<b>Date of this annual service review:</b>							
Karen Summers	0	6	0	1	2	0	1	0

## Information about the service

Address of service:	22 Finthorpe Lane Almondbury Huddersfield West Yorkshire HD5 8TU
Telephone number:	01484300385
Fax number:	01484300368
Email address:	
Provider web address:	

Name of registered provider(s):	Thorpe House Nursing Home Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	21	21

Conditions of registration:		
Can provide accommodation and care for three named service users under the category of DE (dementia).		
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:									
Date of last annual service review (if applicable):									

<b>Brief description of the service</b>
<p>Thorpe House is a privately owned and managed care home registered to provide accommodation and nursing care for up to 21 adults with severe and enduring mental health needs.</p> <p>The establishment, a stone built period residence, is situated on the outskirts of the village of Almondbury. The property is set in extensive and well-maintained gardens and grounds. Private accommodation consists of five double and eleven single bedrooms. Communal areas are spacious, comfortable and furnished and fitted to a good standard.</p>

Information about the home in the form of a Statement of Purpose, Service User's Guide and the latest Care Quality Commission inspection report are available from the home.

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

What did we do for this annual service review?

The quality rating for this care service is: Level 2 Good.

The rating was made on: 28th January 2008

We looked at all the information that 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.

8 out of 10 surveys were returned to us by people using the service, none were returned from staff or health care professionals.

What the service has told us about things that have happened in the service.

The previous key inspection.

Relevant information from other organisations.

As well as the above we completed a risk assessment of the service to ensure we had enough information about the service to determine the quality rating has not changed in the past 12 months.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA). It was clear and gave us all the information we asked for. Our judgement is that the home is still providing a good service and that they know what further improvements they need to make.

The information received from the home states that they offer the proposed person, family/significant other the opportunity to visit at any time and discuss the care at Thorpe House and philosophy with a nurse. They also offer the opportunity for the proposed person to spend longer periods at the home and this may include an overnight stay to enable them to meet potential peers, staff members and join in therapies etc that are available.

All eight people who completed the surveys said that they received enough information about the home before they moved in so they could decide if it was the right place for them.

The information received from the home states that each person is supported and

encouraged to be fully included in all aspects of their care and that evaluation of their care takes place every eight weeks. In addition to this the policies and procedures recognise and encourage independence, choice, privacy, dignity and values in all areas of peoples care.

The home also states, "We allow flexibility in daily routine to allow residents flexibility to utilise social time in the community, visiting, leave etc. and provide information on residents notice board of local events, advocacy information, befriending services etc."

Six out of eight people living in the home tell us that they are able to make decisions about what they do each day, and are able to do what they want to do during the day, evening and weekend. One person was not sure and one person said that they were not allowed to do what they want to do during the day, but this did not apply to the evenings and weekends.

The information from the home states, "We actively encourage residents to maintain present skills and support them regarding learning new skills and consequently have had great success where residents have reached a level where they have been able to move on to more independent areas."

When asked what the home do well? Comments include: "Good interaction with clients, e.g. games, activities." "Good communication between staff and clients."

Comments about what the home could do better include: "More individual care which I understand takes time but some steps have already been taken." "More for younger people as they get preoccupied quicker." One person said that they would like their own room and more space.

People said that they knew who to speak to if they were not happy and seven out of eight people said that they knew how to make a complaint.

The information received from the home states that the home has a clear complaints procedure that is provided in the service user guide and displayed in a cabinet in a communal area.

In the last 12 months the number of complaints received by the service was one which was responded to within 28 days. The Commission has not received any complaints about the service. The home made 5 safeguarding referrals where appropriate action was taken by the home and which the local authority chose not to investigate.

The home 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.

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 21st January 2011. However, we can inspect the service 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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