

Annual service review

Name of Service: Hanwell House

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.

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:

Robert Bond

Date of this annual service review:

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Information about the service

Address of service:	191 Boston Road Hanwell London W7 2HW
Telephone number:	02085794798
Fax number:	02085795019
Email address:	manager.hanwellhouseh@virgin.net
Provider web address:	Manager.hanwellhouse@virgin.net

Name of registered provider(s):	Homestead Residential Care Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	52	0

Conditions of registration:

The maximum number of service users who can be accommodated is: 52

The Registered Person may provide the following categories 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

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	No
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Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
Hanwell House is a well-established residential care home with 52 places for older people with a primary diagnosis of dementia. The home is set in a residential part of Hanwell, within walking distance of local shops and on a bus route. There is a mainline railway station and an underground station a short distance away. The home was built about 40 years ago but has recently undergone a major refurbishment. There is parking at the front of the building and a secure garden to one side. The downstairs has a large dining room and lounge combined, and a second lounge diner upstairs. Facilities include an activity room, hairdressing room, first aid room, and a training

room. Bedrooms are spread over three floors, and there is a lift. Two of the bedrooms are double, the rest are single, none have en-suite facilities. The home is operated by Homestead Residential Care Ltd., whose General Manager is the Registered Manager. He is assisted by a Care Manager, and a large team of care workers and domestic staff, that includes a cook and a handyman. The fees range from #512 to #550 per week.

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

What did we do for this annual service review?

We sent the home an Annual Quality Assurance Assessment (AQAA) to complete. We sent the home blank quality assurance surveys to be completed by residents, relatives, staff members, and social and health care professionals associated with the home.

We analysed any complaints we had received about the home, and notifications received from the home.

We considered our last key inspection report dated 15th November 2007, a random inspection done on 2nd July 2008, and an Annual Service Review completed on 11th November 2008.

What has this told us about the service?

The home completed and returned their AQAA document to us on 26th September 2009. The following improvements to the service at Hanwell House were quoted within it:

All staff now wear name badges. New garden furniture purchased. A robust equality and diversity policy introduced. All care staff have been trained in death and bereavement. A new three week food menu has been introduced along with catering satisfaction questionnaires. There are plans to increase the extent of activities. All staff have received training in Safeguarding Adults. The outside emergency lighting has been upgraded. All bedrooms now have lockable spaces provided within them.

Seven people who live in the care home completed and returned questionnaires to us, most of these being completed with the assistance of relatives. The feedback was very positive. When asked the question, 'What does the home do well?', we received the following answers: "The home does everything well. The activities are on going all the time. The food is first class. Clean, tidy, no smells. Open visiting, visitors can stay for dinner." "The staff are polite and caring. I am happy to have found this home for my husband." "Very good care and patients well looked after." "Good support from staff. Respect wishes, friendly and welcoming, approachable, good at keeping family informed. Good medical access. Supporting my Catholic religion." "there is always a member of staff present to speak to if needed. Clean and tidy at all times. Refreshments offered to visitors as soon as they visit their relatives." "Advocates on behalf of the elderly. Good fresh food. Pay close attention to the needs of the individual residents. Home is spotless and never smells. Managers are always available to speak to."

When asked 'What could the home do better?', we received the following answers: "Not applicable" "Nothing" "Develop more activities for the more severely incapacitated residents. Sometimes the activities are done in large groups and it is difficult for the residents with severe Alzheimers to participate, e.g. sensory activities such as hand massage or aromatherapy."

"More activities to access the community. More choice around meal times. Support me to attend services at my local church."

A GP and a local authority care co-ordinator returned surveys to us. Both responses were also very positive. One said, "I have found the care and attention offered to residents at Hanwell House to be exemplary. The other said, "Families of the customers that my Borough have placed at Hanwell House are always happy with the service provided. Care plans are always updated to reflect the customers' needs."

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

It is clear that standards at the home have been maintained and in some cases improved upon. The responses of two people however suggests that the area of activities warrants further consideration to make sure that everyone's needs interests and abilities are taken into account. We consider that the quality rating of the home should remain 2 star. This means that the people who use this service experience good quality outcomes.

We will review at quality rating at the next key inspection which will take place before 13th September 2010.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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