

Annual service review

Name of Service: Alder Grange

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:

Pam Grace

Date of this annual service review:

2 1 0 5 2 0 0 9

Information about the service

Address of service:	51 Adamthwaite Drive Blythe Bridge Stoke On Trent Staffordshire ST11 9HL
Telephone number:	01782393581
Fax number:	
Email address:	sally_appleton@yahoo.co.uk
Provider web address:	

Name of registered provider(s):	Eungella Care Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	15

Conditions of registration:

The maximum number of service users to be accommodated is 15.

The registered person may provide personal care and accommodation (without nursing) for service users of both sexes whose primary care needs on admission to the homecare within the following categories: Old age not falling within any other category (OP) 15.

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:	See wording of Registration Certificate.
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Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
Alder Grange is an extended Victorian Villa, which offers residential care accommodation for 15 older ladies or gentlemen. Access to the upper floor is assisted by a stair lift. Within half a mile of the service there are shops, a bank, a public house, and bus stops, whilst the railway station lies two thirds of a mile away. The home is owned by Eungella Care Ltd. The Registered Care Manager is Ms Anna

Carter.

The home has a philosophy of a `Home for Life'.

Alder Grange is a `No Smoking' home.

Fee information is not included in this report, the reader may wish to obtain more up to date information from the care service.

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

What did we do for this annual service review?

We looked at all the information received and asked for, since the last key inspection on 28th May 2008 .

This included:

- 1 The Annual Quality Assurance Review (AQAA) completed by the Registered Manager, including a self assessment on how well outcomes have been met and numerical information about the service.
- 2 Any complaints we have and information we have about how the service has managed concerns, complaints and allegations.
- 3 Information received through notifications of things that have happened in the service in the past 12 months.
- 4 The previous Key Inspection report from 28th May 2008, and the results of any other visits we have made in the last 12 months.
- 5 Relevant information from other organisations.
- 6 What other people have told us about the service.

What has this told us about the service?

The Annual Quality Assurance Assessment AQAA was returned on time, and was well completed with evidence of how the service operates and has performed. We looked at the information in the AQAA, the surveys received, the history of the service, and the previous report. These evidenced that people who use the service are satisfied with the care, support, and services that they receive, and staff are being appropriately recruited, inducted and trained in their respective roles and responsibilities, in order to meet the needs of the people who use the service. Comments received were positive and included the following, "since Eungella took over, the homes standards have improved across the full spectrum of care," " provides excellent care twenty four seven", "the attitude and level of care shown is fantastic", " my mum has not been this happy in five years", "the home cares for my mother twenty four hours a day, and relieves us from worry about her well being, she is kept clean, well fed, and happy."

The Annual Quality Assurance Assessment AQAA completed by the registered care manager told us

"We ensure that our care plans are regularly reviewed, with the service user where possible, taking into account views of service users in any changes identified.

We hold open surgeries with relatives and or significant others every 6 weeks.

We have a compliments and comments book, which we encourage completion of by any individual or groups who access Alder Grange.

We hold regular service user meetings, enabling us to ascertain any changes the service users may want in the relation to their living at Alder Grange.

We hold regular team meetings, reviewing care plans with staff on a 6 weekly basis, enabling their views and opinions to be taken into account with any subsequent changes.

We send regular questionnaires to service users, significant others, health professionals. Sometimes these questionnaires will be general and at other times more specific, focusing on a particular aspect of the service, e.g financial matters. This information is then audited and acted on.

We are happy to report that our planned sensory garden was completed last summer,

and service users, staff and visitors all enjoy this area when the weather allows. We have made alterations to the environment after receiving feedback from relatives in relation to the colour coding of the internal environment to act as a sensory guide for service users. We have also continued with our ongoing improvements programme in relation to the maintenance of updating the premises. All the changes we have made appear to have been welcomed most favourably.

We have improved our activities programme significantly, and are now involved with a local networking support group to ensure the activities we deliver are relevant and enjoyable. We have used several external providers, and evaluated how these services were welcomed by service users and tailored our activities programme accordingly. We have also put a big focus on individual one to one activities, thus personalising further the service that we offer."

Our judgement is that the agency is still providing a good service, and they know what further improvements they want to make.

A total of 10 Have Your Say surveys were received from people who use the service, this was a good response.

There had been no Safeguarding, Adult Protection referrals made to Social Services, and no complaints had been received, either by the service, or by the Care Quality Commission CQC since the previous inspection.

We were informed about important events, including incidents and accidents that have happened since the last inspection. The service is managed in a way that shows it has the interests of the people who use the service as the focus of activity.

At the previous inspection, the standard of service was judged to be good 2 star. There were five recommendations and no requirements made. Recommendations made were in relation to storage of medication, completion of care plans regarding arrangements to be made in the event of terminal illness, staffing levels to be kept under review according to the number of people using the service, the kitchen door to be kept closed at all times and the hot water urn used for making drinks should be re sited. The registered care manager has subsequently assured us that these have all been met. These recommendations will be monitored at the next inspection.

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

We believe that the quality of this service has been maintained since the previous inspection. We plan to do a Key Inspection by June 2010 to review our assessment of the agency.

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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