

Annual service review

Name of Service: Old Raven House

The quality rating for this care home is: three star excellent 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: Date of this annual service review:

Christine Walsh 1 4 0 8 2 0 0 9

Information about the service

Address of service:	London Road Hook Hampshire RG27 9EF
Telephone number:	01256762880
Fax number:	01256763186
Email address:	info@oldravenhouse.co.uk
Provider web address:	

Name of registered provider(s):	Old Raven Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	5	0
old age, not falling within any other category	0	36

Conditions of registration:		
The maximum number of service users to be accommodated is 36.		
The registered person may provide the following category/ies of service only: Care home only (PC) to service users 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 (OP) Dementia (DE) maximum number of places 5		
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):									

Brief description of the service
Old Raven house is a privately owned and managed care home providing care, support and accommodation for up to thirty six older persons some of who may have dementia.
Accommodation is available in twenty-two single and seven double rooms in a grade two listed building to which an extension has been built.

The home is sited in its own secure gardens, has ample parking and is close to local shops and community facilities.

The towns of Basingstoke, Farnborough, Fleet, Aldershot Camberley and Reading are within a short travelling distance via the M3 and M4 motorways.

The current fees vary between #495 and #620 per week

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 that we have received, or asked for, since the last key inspection.

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. Information we have about how the service has managed any complaints. What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

The previous key inspection, requirements, recommendations and the results of any other visits that we have made to the service in the last 12 months.

Please note the providers website address is: www.olderavenhouse.co.uk

What has this told us about the service?

The service sent us their annual quality assurance assessment (AQAA) on time. Since the draft report was sent to the home comment cards have been received from residents, staff and other stakeholders. Comments have been viewed and have helped to inform this annual service review.

The people who live at Old Raven House are referred to as residents in the AQAA and therefore will be referred to as residents in this report.

The AQAA told us they do the following to ensure the diverse needs of residents are respected. The AQAA told us each resident has an individualised care plan that is person centred and includes their spiritual and cultural needs. Staff receive training through a National Vocational Qualification (NVQ), which includes diversity. "Last year the service devoted a month to understanding the needs of residents with dementia". "Our focus is on treating each person as an individual, respecting their preferences, choices, right to take risks and cultural and spiritual differences". The AQAA told us the service will continue to provide ongoing training to ensure staff are fully informed on how to behave, treat others and have an understanding of the legislation that underpins their work.

We looked at the information in the AQAA which identifies the areas of good practice, and areas for improvement the home has made in the last twelve months. The AQAA told us the service has done well to achieve a level "4" rating in more than one of the Care Home for Older Persons National Minimum Standards. This resulted in the home achieving an overall excellent outcome "3 star rating" following the last inspection visit. The AQAA told us "We aim to care for and respect our residents in a manner which promotes their dignity and right to make choices, and encourages their independence

and right to take risks". The AQAA went onto tell us the residents live in an environment that is maintained to a high standard and safe, staff are trained, supported and invested in, resulting in high commitment and a low turnover.

The last report told us the service provides excellent outcomes in Daily Life and Social Activities, Environment, Staffing and Management and Administration and good in Choice of Home, Health and Personal Care and Complaints and Protection. The last report told us, "The home provides care in a well-maintained pleasant and welcoming environment by a well-managed supported, motivated, well-trained and qualified staff team who work in a manner that recognises resident's need for personal privacy and dignity. Areas of particular note were the quality, quantity and choice of food available, staff training and the overall management of the home which involves the views of residents".

Comments received from residents, staff and relatives supported the last report and included comments such as.

Residents.

"I have been here x years now and I like it very much".

"The staff make me feel comfortable".

"The food is very nicely done, and everyone is very pleasant".

Staff.

"The home prioritises the care of the residents and their individual needs. The home provides good training, and staff communication regarding all areas". "The home is an excellent run home. There is always the room for improvement but as we are the best in the area, then we have to make sure that we continue to be the best".

"We make residents welcome in a homely environment with unique and lovely gardens". Relative.

"The home does well to provide friendly caring staff, and comfortable environment".

Health care professionals on the whole spoke highly of the standards in the home and delivery of care, however a GP told us.

"I am generally happy with Old Raven House and the care they provide, however the service could do better to manage medication more consistently - occasional lapses in what is given" (The health care professional indicates in the survey that this has happened on two occasions).

Regulation 13 (2) The registered person shall make arrangements for the recording, handling, safekeeping, safe administration and disposal of medications received. Medication administration procedures will viewed during the next key inspection. The home recognises where there is a need for areas of improvement, which includes evaluating the experience of people moving into the home and engaging residents more proactively in the care planning process. The AQAA told us the service will

continue to research and develop new ways of delivering the best possible care, with lifelong learning for, staff and residents alike. No requirements or recommendations were made following the last inspection visit.

The Commission has not received any complaints in the last twelve months. The AQAA told us the service has received one complaint in the last twelve months which was resolved within twenty - eight days. The AQAA told us they do well to have a clear complaints procedure, with an audit trail to ensure that all complaints are followed up within the correct timescale and respects Data Protection issues. The AQAA also states, "Our open, inclusive approach has led to any concerns being dealt with immediately, reducing the need to make an official complaint". The last inspection report, records under standards 16 - 18 Complaints and protection. "The complaints procedure was satisfactory with evidence that residents feel their views will be acted upon".

The Commission has received a small number of notifications (Regulation 37) in the last twelve months. Regulation notices are sent to the Commission when an incident has occurred in the service which has affected the health and welfare of residents. The notice tells us what happened and what action the home took to manage and minimise the risk of the event occurring again. In this instance the Commission has been notified of incidents where residents have passed away.

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 do a key inspection by 1st May 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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