

## Annual service review

**Name of Service:** Two Beeches Nursing Home

The quality rating for this care home is:	two star good service								
The rating was made on:	0	4	1	1	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:

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<b>Name of inspector:</b>	<b>Date of this annual service review:</b>								
Ian Craig	2	6	1	0	2	0	0	9	

## Information about the service

Address of service:	2 Wallis Road Waterlooville Hampshire PO7 7RX
Telephone number:	02392232706
Fax number:	01252612539
Email address:	twobeeches@contemplation-homes.co.uk
Provider web address:	www.contemplation-homes.co.uk

Name of registered provider(s):	Contemplation Homes Ltd
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	30
physical disability	30	0

Conditions of registration:
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The maximum number of service users to be accommodated is 30

The registered person may provide the following category of service: Care home with nursing (N) to service users of the following gender: Either whose primary care needs on admission to the home are within the following category: Physical disability (PD) Old age, not falling within any other category (OP)

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:	The registered manager has left and a new manager has been appointed who has applied for registration with the Commission.
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Date of last key inspection:	0	4	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Two Beeches is part of the Contemplation group of care homes and is a care home providing nursing care for residents over the age of 55 years. The four single and thirteen shared bedrooms and the communal rooms are accommodated over three floors and are accessible by a shaft lift. The home has a large open lawn at the front, with car parking and an attractive, well-kept, garden at the rear that is accessible to service users.

The home is situated in a residential area with access to local amenities.

## 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 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.

Surveys returned to us by people using the service and from other people with an interest in 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 and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The home returned the AQAA and it contains the information we requested.

We sent surveys to the people who live in the home and the staff who work there asking for their views on the service provided. These were returned by 5 staff and 9 residents. Some of the residents were helped by a relative to complete the survey.

Eight of the 9 people who returned a survey said that they received enough information about the home before moving in and that this helped them to decide if it is the right place for them. One person said that he/she did not receive enough information.

Each resident who returned a survey says that they receive the care and support they need and that medical care is arranged. 5 resident surveys say that that staff are available when needed and the remaining 4 surveys commented that staff were only sometimes available and one person answered 'no' to the question adding that more staff are needed and that the agency staff used by the home fail to meet resident's needs as well as having communication problems due to a poor standard of English. One person said that there is a high turn over of staff whereas the AQAA states there is a low turn over. 3 people say that the staff response when residents ask for help using the call point could be quicker. One person said that there is no call point in the main lounge for residents to summon help. The manager states that there is 'mobile' call point in this area and that a staff work station ensures residents have ready access to staff.

The AQAA states that the home has continued to develop its care plans and that training for staff in dementia and the Mental Capacity Act 2005 has taken place.

4 staff say that there are 'usually' enough staff to meet residents' needs and one person said that this is 'sometimes' the case.

Staff say that they are given up to date information about resident's individual care needs and that relevant training is provided in health care, medication and meeting people's needs. One person said this was not the case and that he/she never receives enough support nor meets with his/her manager. The AQAA says that over 90 per cent of staff have National Vocational Qualification (NVQ) level 2 in health and social care and that a number are now studying for NVQ level 3.

Residents report that activities are provided that they can take part in, although one person said that this is only 'sometimes' the case. The AQAA states that staffing levels have been changed so that the activities programme is improved. The AQAA states that each person is provided with a weekly activities programme and has a life story book outlining his or her interests and hobbies.

Residents say that they like the meals provided, although 2 people say that they only 'sometimes' like the meals. One of these 2 people said that the food is on occasions of a poor standard and is not always served hot.

8 of the 9 residents who returned a survey say that there is someone available to speak to on an informal basis if they are not happy and that they know how to use the home's complaints procedure. The AQAA states that there have been no complaints in the last 12 months.

The AQAA outlines how the home has a refurbishment programme. Residents say that the home is 'always' fresh and clean. One resident says that there are not enough chairs for visitors to sit on when visiting and consequently have to stand up.

The AQAA confirms that the home's appliances and equipment are serviced and tested by suitably qualified persons.

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 03/11/2010.

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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