

Annual service review

Name of Service: Beechcroft Manor Nursing Home

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:

Date of this annual service review:

Janette Everitt

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Information about the service

Address of service:	1 Beechcroft Road Alverstoke Gosport Hampshire PO12 2EP
Telephone number:	02392583908
Fax number:	02392601628
Email address:	sginn@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)	

Ms Jennifer Grace Holloway		
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:

The maximum number of service users to be accommodated is 30.

The registered person may provide the following category/ies of service only: 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 categories: Old age, not falling within any other category (OP) Physical disability (PD).

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:	New registered manager Mrs. Jennifer Holloway.
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Date of last key inspection:								
Date of last annual service review (if applicable):								

Brief description of the service

Beechcroft Manor Nursing Home is a very substantial detached property that was originally a family house and has been converted for its current use as a care home. It is situated in a residential area of Gosport, and there is a bus service from the locality to the town centre.

The building has bedroom accommodation on three floors and access to all floors is provided by a passenger lift. The bedroom accommodation comprises 8 single rooms and 22 shared rooms. Facilities and services include assisted baths, communal rooms on the ground floor, full board and a laundry service.

Contemplation Homes Ltd owns the business, and the company own several other care homes in Hampshire, including another one in the immediate locality.

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

What did we do for this annual service review?

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 who are involved with the service and visit the service in a professional capacity. Information 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. Relevant information from other organisations. What other people have told us about the service.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for.

We looked at the information in the AQAA that identified the areas of good practice and our judgement is that the home is still providing a good service and that they say they want to make further improvements over the next twelve months. The AQAA identified the main barrier to improvement was the funding issues and limited support from the Primary Care Trust (PCT) with equipment and limited availability of outside support agencies such as physiotherapy, occupational therapy and attendance to day care centres. The home has reduced the impact of these barriers by providing more equipment. Staffing levels are monitored and a robust and flexible approach to staffing arrangements are applied to meet the specific assessed needs of the service users where dependancy levels are taken into account. The organisation acknowledges that staff are the primary means by which good quality services are provided. The AQAA states that the provision of this care reduces the impact on NHS resources.

The AQAA states that the home has an internal quality assurance system in place to monitor the standards of care being delivered to service users, thus ensuring the service provides value for money. The home distributes questionnaire surveys to service users and relatives and these have been returned and reflect a high level of satisfaction.

The home informs us that they have improved in the past twelve months and have upgraded of furniture, painting and decoration of rooms when vacant. They have increased staff training on specific identified needs ie dementia, infection control, MRSA, palliative care, safeguarding of vulnerable adults, Mental Capacity Act. They have increased training given to the activities coordinators and one activities co ordinator reviews the activities to ensure the activities are suitable and are residents' choice. All residents have a copy of the monthly activities programme to enable them to decided whether they wish to participate. The manager has reviewed and updated policies and procedures on adult protection to include 'No secrets'. policy, restraint and Whistle blowing. Bed rail risk assessments and maintenance of rails are now recorded.

AQAA states that the home is anticipating improvements in the next year of: All pre-admission paperwork to be more person centred and the Mental Capacity Act 2005 needs to be addressed further. The home plans to do this by currently redesigning the whole care package for introduction during Autumn 2009. More in depth oral care plans are needed. This will be address in their new care package as above. More diverse activities to support those with cognitive impairments, visual, hearing or dual sensory impairments with particular emphasis on people with dementia. The home plan to do this by staff training and increasing level of activities offered and by providing facilities for sensory relaxation or stimulation. The home wants to hold more regular group residents' and relatives' meetings to ensure choice of activities are available to meet with current residents preferences and to enable effective planning. Keeping ongoing documentation of individual meetings up to date through more comprehensive person centred care packages. Improve facilities throughout the home including soft furnishings and bathroom facilities through ongoing refurbishment programme. Recruit more trained permanent staff and bank staff through effective advertising.

The AQAA told us that the home provides a varied and appropriate training programme for all staff based on their training needs and to ensure service users are supported and their needs met appropriately.

The AQAA told us that the service promotes equality and diversity by. Person centred care plans incorporating 'My life' book, specific to individual needs and wishes are drawn up in detail with the resident and family, with input from the multi-disciplinary team where appropriate. In depth pre-admission assessments by qualified nurses are carried out to ensure we can meet assessed needs in all areas. Where possible prospective residents are invited to view the home prior to admission, so the service users themselves can decide if the home will provide for their individual requirements and lifestyle. The brochure and residents handbook reflect the knowledge and openness in the home's approach to the diversity of individuals through our philosophy of care. To ensure that each resident's needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments we undertake staff training in all areas. The home employs a mixed gender and cultural work force.

Surveys were distributed by CQC to service users, staff and visiting professionals. Comments received from the surveys returned by eleven (11) service users were generally complimentary. Comments from service users and their relatives, some of whom assisted with the completion of the surveys, said 'I am happy with most things. Sometimes staff are pushed for time but care very well. I would like to have more activities'. 'The home care for its residents in a big way and families are always included in any celebrations. My mother is always clean and tidy. Perhaps there could be more activities'. 'Many of the staff give their own time to arrange outings for service users. The home is like home from home and I am so glad my mum is in the home'. 'The home has a friendly approach and family atmosphere. I feel my mother is safe, stimulated and well looked after. The staff treat her with respect and humility and the home is a happy home'. 'The staff are helpful at all times. No complaints'. 'The care for me well'. 'The staff have compassion and understanding and treat people with kindness and help them to feel like a human being and not someone old and infirm'. 'I would like to go out on more trips'.

Surveys returned from seven (7) staff said.

'The home is very welcoming but I would like to see more social activities'. 'We cater for the needs of the residents and it is a happy home most of the time'. 'If we had enough staff to provide the care for the residents needs not the numbers of residents, as some residents need a lot more care than others and are sometimes hurried along as we have not enough time for them. There are residents that like to talk to you more but there is never enough time'. 'Activities need to be done in the afternoons not always in the mornings when we are trying to get the residents up and dressed'. 'Training is very good and we get mandatory update training. The home keep staff up to date on any policy changes and inform you of any information relevant to your job. There are regular supervisions and handover meetings at the start of shift which are very good'. 'We are a good caring home to residents, staff and relatives. We maintain standards and make sure it is a happy and safe environment for everyone'. 'The home does most things well and residents are our priority. We need more activities in the afternoons'. 'We care well for our residents and get provided with training. We have sufficient support when needed '.

Surveys returned from three visiting professionals said.

'The home communicates the needs of the service users appropriately. They identify any risks or changes required in meeting individual's care needs. The staff are hospitable and follow request to change care plans quickly and appropriately'. 'The staff are always courteous and make me welcome when I visit. They participate in making joint decisions in the interest of the service users'. 'This service supports the service users to lead as normal life as possible. It helps them to maintain Independence as much as possible. More staff employed so that more outings and activities could take place'.

CQC has not received any concerns, complaints or allegations since the last visit.

The AQAA informs us that the service has not dealt with any complaints in the last twelve months and that all residents are informed of the complaints procedure and are fully supported by staff in making a complaint.

The Commission has received notifications (regulation 37's) appropriately in the last 12 months, these primarily inform us of any incidents in the home that effect the service users.

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 the 25th October 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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