

Annual service review

Name of Service: Crossways Nursing Home

The quality rating for this care home is: two star good service

The rating was made on: 0 4 0 2 2 0 0 9

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:

Katrina Derbyshire

Date of this annual service review:

0 4 0 2 2 0 1 0

Information about the service

Address of service:	86 Hookhams Lane Renhold Bedfordshire MK41 0JX
Telephone number:	01234771694
Fax number:	01234772432
Email address:	lynn-r75@hotmail.com
Provider web address:	www.contemplation-homes.co.uk

Name of registered provider(s):	Contemplation Homes Ltd		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	30	
terminally ill	4	5	
Conditions of registration:			
No one falling into the age range of 45-65 years in the category of PD may be admitted to the home when there are already 5 persons in this age range and category excluding those with terminal illness.			
No one falling into the category of terminal illness (TI) or (TI)(E) maybe admitted to the home where there are 4 persons of these categories already accommodated within the home.			
The home can accommodate a maximum of 30 service users of either sex			
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes		
If yes, what have they been:	None		

Date of last key inspection:	0	4	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Crossways is a private nursing home owned by Contemplation Homes. The home is in the village of Renold, near Bedford. Some local shops are within walking distance, and the home is on a bus route to Bedford.

There are 30 places for mainly older adults, some of whom may be terminally ill, and all of whom need nursing care.

The accommodation is situated over 2 floors, and there is a small passenger lift. There are 6 shared rooms and these are fitted with curtains for privacy. There is a maintained garden with a covered patio area, raised vegetable patch and green house. There is space for parking to the front of the building.

The following information about fees was obtained when we contacted the home by telephone on 4th February 2010. The highest fee is 760.00 pounds and the lowest fee 650.00. However the home wrote to us after this and advised that the fee rate for someone funded through social services is £487.83.

Items not covered by the fee include private chiropody, hairdressing, and newspapers.

Further information about this home can be obtained by telephoning, e-mailing or visiting the home. There is also a web-site address.

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 home sent us their annual quality assurance assessment (AQAA) when we asked for it. We contacted the home on 4th February 2010 and received an update on the current weekly charges made by the home.

We looked at the information in the AQAA and our judgement is that the home is still providing the same level of service. The information was clear and showed that the service had continued to develop and make improvements. 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 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 service has made changes to try and improve the standard of care it provides, these include:

The service following consultation with the people living at the home have made changes to the menu, examples of the changes include more Italian recipes and cooked breakfasts. Vegan and Vegetarian menus are also available.

Pictorial menus for residents have been introduced to assist people who have dementia or other need.

Opportunities to participate in activities have increased to incorporate a varied range of both physical and mentally stimulating exercises at the wishes of people living at the home. One example is the introduction of a weekly exercise class and individual exercise routines have been implemented to promote mobility.

Following requests by visitors to the home leaflets have been produced that include the running of the home. For example how to identify staff through uniforms, mealtimes

and facilities available to visitors to the home. This includes both day to day activities and at the end of life where extra facilities can be made available and information on surrounding accommodation required.

The home has kept us informed of incidents and accidents through the regulation 37 notification process, and updates us on outcomes as they occur.

We received one concern in this reviewing period, senior management of the company investigated this complaint and responded to the complainant direct.

There were no safeguarding issues in this reviewing period.

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 undertake a review again by February 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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