

Annual service review

Name of Service:	Somerville House
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The quality rating for this care home is:	three star excellent service								
The rating was made on:	1	2	0	3	2	0	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
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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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Name of inspector:	Date of this annual service review:								
Louise Delacroix	2	3	0	3	2	0	1	0	

Information about the service

Address of service:	Somerville House Somerville Road Willand Cullompton Devon EX15 2PP
Telephone number:	01884820811
Fax number:	
Email address:	grahamk@graysar-associates.co.uk
Provider web address:	

Name of registered provider(s):	Graysar Associates Limited
Name of registered manager (if applicable)	

Mrs Sarah Gwenllian Kingdon		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	28

Conditions of registration:	
The maximum number of service users who can be accommodated is 28.	
The registered person may provide the following category of service only: Care home providing personal care only - Code PC to service users of either gender whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category (Code OP)	
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:	1	2	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Somerville House is a large detached, converted and extended property in a quiet residential area of Willand on the outskirts of Cullompton. To the rear of the property is

an attractive garden, which has level access and a verandah. The home provides residential care and support for older people with accommodation on the ground and first floor. There is a through lift and stairlifts. Mr and Mrs Kingdon own the home, and Mrs Kingdon is also the registered manager. The home's last inspection report is on display. Please contact the home regarding their current fee levels. The weekly fee does not include hairdressing, chiropody or incontinence pads.

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 following information.

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.

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 quality rating for this service is 3 star. This means that the people who use this service experience excellent quality outcomes. The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make.

We sent out ten surveys to people living at the home and ten people returned their CQC survey, with a number of people being helped by relatives or friends or staff. They told us that they always received the care and support they need, and that staff are available to them. People living at the home told us that staff listen to them and act on what they say. People said they always received the medical care they need and can take part in activities arranged by the home. According to the surveys, the meals at the home are to people's liking, the home is clean and fresh, and people know how to make a formal complaint. People commented that they felt the home was 'well run' and that the home 'gives me my independence and I'm very happy here and quite content'. Several people also made positive comments about the quality of the meals, including themed nights. The home's AQQA recognises the importance of variety and good quality meals.

Seven relatives, who returned their CQC survey, also confirmed the positive comments made by people living at the home. They told us that the home meets the needs of their relative, that they are kept up to date with important issues affecting their relative and that the staff have the right skills and experience. Their responses also showed that they knew how to make a complaint and that the service had responded appropriately if they had raised a concern. One person commented that staff were 'caring', 'friendly and helpful' and others praised the 'excellent meals'. A third person told us that 'Somerville is absolutely wonderful. Nothing is ever too much trouble'.

Ten staff members completed a CQC survey. Staff told us that they were given up to date information, provided with a comprehensive induction, and generally had access to training that helped them with their role. One person told us that 'the home works well at updating training and knowledge to fit the needs of the service user...The home has good relationships and access to outside organisations, such as GP, district nurses. End of Life care is carried out with dignity and respect'. Another staff member felt that they would benefit from training in the care of people with dementia, diabetes and other health conditions but felt the home managed end of life care well. One staff member raised the ordering of incontinence pads as an area for improvement and commented that some areas of the home were cold, particularly the lounge. However, we saw from the home's AQAA that changes have been made to the heating system to address this. Staff were positive about the activities on offer and the quality of the meals.

Staff gave a mixed response about whether there was enough staff on duty. Several people felt that the home needed to recruit more bank staff to cover sickness and one person felt that the home should have staff dedicated to cleaning and the laundry at weekends. The home's AQQA states that people living in the home benefit from 'a loyal, hard working and well trained staff complement' and describes how there is a good response from the local community when new staff need to be recruited. The staff group told us that they feel well supported by their manager through regular meetings, although two people commented that they do not always feel listened to by the management team. The majority of staff told us there was good communication and teamwork.

We received four responses to our CQC survey from GPs, they told us that people's social and health care needs are met by the home, and the right service is planned for people. Respondents told us that the home 'always' or 'usually' respects people's privacy and dignity, and that the care service supports people to live the life they choose. They told us that staff have the right skills and experience to support people's social and health care needs. One GP commented that they would have no hesitation recommending Somerville House and told us that 'they are a small, friendly organisation with caring and competent staff. There is a pleasant atmosphere and the residents appear well cared for. They use the GP service appropriately'.

CQC has not received any complaints or safeguarding issues about this home since the last key inspection.

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

With the introduction of the Health and Social Care Act 2008, CQC is currently reviewing how inspections will take place. 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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