

Annual service review

Name of Service: Thornfield Care Home

The quality rating for this care home is:	two star good service							
The rating was made on:	2	6	0	9	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:

Name of inspector:	Date of this annual service review:							
Patricia Trim	0	3	0	9	2	0	0	9

Information about the service

Address of service:	8 Milford Road Lymington Hampshire SO41 8DJ
Telephone number:	01590676191
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs S Poordil, Mr M A Poordil	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	17	0
mental disorder, excluding learning disability or dementia	17	0
old age, not falling within any other category	0	17

Conditions of registration:		
The maximum number of service users to be accommodated is 17		
The registered person may provide the following category 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 category; Dementia (DE) Mental disorder, excluding learning disability or dementia (MD) 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?	No	
If yes, what have they been:		

Date of last key inspection:	2	6	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Thornfields provides care and accommodation for 17 residents who are older persons or older persons with dementia or mental health problems. The home is privately owned by Mr. and Mrs. Poordil. Mrs. Poordil is the registered manager, although the

day to day running of the home is shared between them. The building is a large family home that has been extended to provide bedrooms on 2 floors. There are 9 single and 4 shared rooms. 7 of these have en suite facilities. Communal space comprises a large lounge diner and conservatory. There is a stair lift to enable service users access to both floors. The home has car parking space at the front of the property and a large enclosed garden and patio area to the rear. Thornfields is situated on a busy main road, close to local shops, amenities and public transport. Lymington is a short distance by car.

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 service 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 and our judgement is that the home is still providing a good service and that they know what further improvements they need to make.

The AQAA stated that the service plans to provide more activities in the coming year to provide mental and physical exercise. The deputy manager has completed a National Vocational Qualification (NVQ)4 and is completing a management course. The service then plans for her to complete some 'Train the Trainer courses' so new staff can complete their training promptly.

The AQAA identified that no complaints had been received by the service.

We sent 4 surveys to the people who use the service and 3 surveys to staff. We received 3 surveys back from people who use the service and 1 survey from a member of staff who works there.

People living in the home always tell us that they are happy there. The surveys showed they felt staff gave them the care they needed and listened to what they said. They thought the home provided activities they could join in, although one person felt this was only sometimes. Information in the AQAA showed the service was aware of the need to increase activities offered and planned to provide more opportunities.

The member of staff thought the service gave good support and had increased the amount of training available to help staff develop their skills.

The service continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

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 26th September 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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