

Annual service review

Name of Service: Locharwoods of Birkdale

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

The rating was made on: 1 0 1 0 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:

Daniel Hamilton

Date of this annual service review:

2 9 0 9 2 0 0 9

Information about the service

Address of service:	45 York Road Southport Merseyside PR8 2AY
Telephone number:	01704564001
Fax number:	01704564002
Email address:	locharwoods@hotmail.com
Provider web address:	

Name of registered provider(s):	Valmar Care Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	19

Conditions of registration:

The registered person may provide the following category of service only: Care home only: Code PC, to people 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: Code OP The maximum number of people who can be accommodated is: 19.

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:	No changes.
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Date of last key inspection:	1	0	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Locharwoods of Birkdale is a large two-storey detached property that has been converted into a residential care home. The home is registered to provide personal care and support for up to 19 older people.</p> <p>The property is situated in Birkdale village, which is near to the centre of Southport and all its amenities. There are shops, local bus and train services within close proximity of the home.</p>

Locharwoods of Birkdale has 19 single rooms, which are all equipped with en-suite facilities. Communal space comprises of a dining room at the front of the premises and a lounge to the rear. The first floor rooms are accessible via a passenger lift and a call bell system is in place. There is a large well-maintained garden to the rear of the building and car parking is available at the front of the premises.

A Statement of Purpose and Service User Guide have been developed to provide information on the service. A copy of the documents is displayed on the notice board and spare copies are available from the manager upon request.

Care Home fees at the time of the last inspection ranged from £412.50 to £430.00 per week.

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:

- 1) The annual quality assurance assessment (AQAA) that was sent to us by the manager. 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.
- 2) Surveys returned to us by people using the service and from other people with an interest in the service.
- 3) Information we have about how the service has managed any complaints.
- 4) What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.
- 5) The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.
- 6) Relevant information from other organisations.
- 7) What other people have told us about the service.

What has this told us about the service?

The Annual Quality Assurance Assessment (AQAA) for Locharwoods of Birkdale was completed by the Registered Manager and returned within the agreed timescales. Overall, the self-assessment section of the AQAA was completed to a satisfactory standard and contained some supporting evidence to illustrate what the service does well, improvements in the last 12 months and how it is planning to improve.

Examples of some of the changes implemented in the last 12 months include: Updating the Statement of Purpose and Service User Guide; Completing and / or reviewing holistic assessments, care plan and risk assessment information; developing staff confidence in the delivery of activity sessions; supporting staff to attend a range of in-house and external training including safeguarding adults; improving the appearance and comfort of the home by re-painting the external window frames, woodwork and bedrooms as required and the manager has succeeded in completing a National Vocational Qualification level 4 in Care to complement her management qualification.

The dataset section of the AQAA had also been completed in full and confirmed that equipment within the environment had been routinely serviced and maintained.

The AQAA detailed that the service had received no complaints or initiated safeguarding referrals or investigations in the last 12 months. However, the Care Quality Commission received one allegation of inappropriate conduct by an employee

of Locharwoods of Birkdale from the Registered Manager since the last annual service review.

Records detail that a safeguarding referral was initiated by the Registered Manager and the Care Quality Commission in response to the incident. The employee concerned has since been dismissed and referred to the Protection of Vulnerable Adults register.

Seven survey forms were returned to the Care Quality Commission from the people using the service and / or their representatives as part of the annual service review process. Feedback received was generally positive and confirmed the people living at Locharwoods of Birkdale were satisfied with the standard of care received. Comments included: "We have a very good cook who cooks us some very good meals"; "I love it here" and "They look after us very well."

The registered manager continues to work well with the Commission and informs us about significant events that have happened since our last key inspection via notifications in accordance with Regulation 37 of the Care Home Regulations 2001.

No additional visits to the service have been undertaken by the Care Quality Commission in the last 12 months.

We have looked at the information in the AQAA and received via other sources. Our judgement is that Locharwoods of Birkdale is still providing a good service and that they know what further improvements should be taken to ensure the ongoing development of the service.

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 10th 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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