

Annual service review

Name of Service: Forget-me-not Residential Home

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

The rating was made on: 1 0 1 1 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:

Julie Willis

Date of this annual service review:

0 3 1 1 2 0 0 9

Information about the service

Address of service:	151 Burnham Lane Slough Berkshire SL1 6LA
Telephone number:	01628668902
Fax number:	01628668902
Email address:	
Provider web address:	

Name of registered provider(s):	Mr Roger William Pell, Mrs Tania Pell	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	16

Conditions of registration:		
The maximum number of service users to be accommodated is 16		
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: 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:	1	0	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Forget-me-not Residential Home is a care home providing personal care and accommodation for 16 service users aged 65 years and over. Mr R. W. and Mrs T. Pell privately own the home, which was opened in 1995. The two storey home is situated in a quiet road just off a main thoroughfare on the outskirts of Slough. All the home's bedrooms are single, and 7 have en suite facilities. There is a passenger lift. The home has a large, easily accessible garden.

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

Since the last inspection the home has made the following improvements to its services:

The homes brochure has been modified and the website for the service has been revised.

The care plans have been further developed to ensure that they are person centred and reflect the preferences of the resident.

The home has further developed its activities programme to include more afternoon and evening activities in response to quality assurance feedback.

New gel dispensers and paper hand towel dispensers have been installed in the toilets, kitchen and laundry room to prevent cross infection. Alcohol gel is available in the hallways.

The home has employed junior carers to assist in evening care and an administrator to help with the homes general administration issues.

The Manager and Proprietor have achieved an NVQ level 4 in health & social care.

By listening to the preferences of residents beneficial changes have been made to mealtimes, activity schedules the decor and garden.

The home 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 10th November 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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