

Annual service review

Name of Service: Hillingdon House

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

The rating was made on: 0 5 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:

Mandy Brassington

Date of this annual service review:

0 9 0 2 2 0 1 0

Information about the service

Address of service:	170-172 Ashby Road Burton On Trent Staffordshire DE15 0LG
Telephone number:	01283510274
Fax number:	F/P01283510274
Email address:	
Provider web address:	

Name of registered provider(s):	Miss Joanne Louise Miles, Mrs Jean Ann Miles
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	21

Conditions of registration:

The maximum number of service users who can be accommodated is: 21
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The registered person may provide the following category of service only: Care Home Only (Code PC); To service users 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 (OP) 21

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:	0	5	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Hillingdon House is a residential care home offering 21 places for older people; it is not registered to support people with dementia. At the time of this inspection there were people who use the service with a dementia; their needs were met in the older persons category. The home has a registration to accommodate one person under 65 with a physical disability.

Hillingdon House consists of two neighbouring Victorian properties; one houses 14 residents, the other 7.

It is situated in a residential area of Burton-upon-Trent, affording residents the opportunity of maintaining links with the neighbouring community. It is well placed for the town centre and has the facility of a main bus route.

Both the exteriors and the interiors of the properties are well maintained; they are both very clean and the decor is set to a good standard.

People are offered easy access to all areas of the home by the use of grab rails and a lift.

All bedrooms meet the required sizes set out by the national minimum standards and are equipped with suitable fixtures and fittings.

The bathrooms and toilets are well located and offer appropriate equipment and facilities.

Communal areas are spacious and comfortable; patio areas with seating are available and easily accessed.

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. This included:

The annual quality assurance assessment (AQAA) that was sent to us by the registered person on 09/10/09. The AQAA is a self-assessment tool, which focuses on how well outcomes are being met for people using the service. It also gave us some statistical information about the service.

Surveys were sent to the home to distribute to people who use the service, staff and professionals. We received four surveys from people who use the service or their representative and three completed surveys from staff. These gave us information about how the service is managed and whether people using the service are satisfied.

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 report.

Information we have about how the service has managed any complaints.

What has this told us about the service?

The registered person completed and returned the AQAA within the required timescales and it provided some good information about the outcomes for the people using the service.

To ensure that the views of people who use the service are promoted and incorporated into the service, the AQQA recorded that personal files are completed with each person and sometimes with their family. There is a key worker system in place who are responsible for communicating with family members and supports each person when on duty. There are regular reviews held with the key worker and the person who uses the service to record any changes.

Questionnaires are sent out to families and people living in the home to ascertain their views. Six monthly residents meetings are held to discuss any changes that they would like to see implemented.

As a result of listening to people who use the service the menus have been updated and different types of food have been tried. The key worker system has improved and the AQAA recorded that families like this because they have a regular person they can communicate with. They told us they are planning to continue to involve families with all aspects of care and to continue with good practices which the service has already implemented.

To ensure that equality and diversity issues are promoted and incorporated into what the service does they told us they support people who use the service to be an

individual and be respected for their views and beliefs.

The AQAA recorded that the service provides good care to people who use the service as the staff team listen to what people have to say, and staff are trained to a good standard and work well as a team.

People who use the service commented positively in completed surveys

"Help and entertainment is always there",

"The home provides a comfortable relaxing living area with entertainment",

"The staff help me get dressed every morning."

Since our last they told us they have increased the number of staff on duty at night time to ensure they are able to meet the night time needs of people who use the service. This is reported to have a positive impact on the service and from within the staff team. The AQAA recorded that staff are able to complete a National Vocational Qualification in care, which means that they are assessed doing their actual job. Staff also have an opportunity to update their skills and knowledge and can review their work and training needs within review meetings which take place bi-monthly.

They told us that activities play an important part in daily events and it is recognised that activities provided have been a major improvement within the home and had a positive impact on people's well being.

We looked at the information in the AQAA and in the surveys, and our judgement is that the home is still providing a good service and they know what further improvements they have to make.

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

We are not going to change our inspection plan, 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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