

## Annual service review

Name of Service: Craigneil

The quality rating for this care home is:	three star excellent service								
The rating was made on:	0	8	1	1	2	0	0	7	

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:

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Name of inspector:	Date of this annual service review:								
Felicity Lacey	0	4	1	1	2	0	0	9	

## Information about the service

Address of service:	Seaborn Road Bare Morecambe Lancashire LA4 6BB
Telephone number:	01524831011
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Mr Barry Hinde	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	15

Conditions of registration:
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The registered person may provide the following category/ies 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 - Code OP The maximum number of service users who can be accommodated is: 15

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	8	1	1	2	0	0	7
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
<p>Craigneil is situated on Marine Road in Morecambe and facing the promenade. The home is a two-storey building and is registered to provide accommodation for a maximum of fifteen older people of both sexes.</p> <p>Accommodation is provided in 13 single and 1 double bedrooms. The double room is used for married couples or people who wish to share. Communal facilities include a lounge and a lounge /dining room. A patio garden area facing the sea front is available</p>

for the residents to enjoy.

The home is staffed around the clock to meet the needs of the residents.

Craigneil is close to some amenities. A small shop and a church are within a few yards of the home.

Details of the weekly charges at the home are available from the manager.

## 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 AAA 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 by staff.

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 report.

Relevant information from other organisations.

What other people have told us about the service.

Information from any visits we have made to the service.

What has this told us about the service?

The care home sent their AQAA when we asked for it. It gave the information required. We looked at the information in the AQAA and our judgement is that the home is still providing a good service.

The surveys received from people living and working at Craigneil were positive about the standards of care at the home. People felt that staff were always available and listened to their views. People received the medical care they needed. The meals were good. The home is always fresh and clean. Their comments included:

'The staff look after me well, and check at night to see I'm OK.'

'The home does most things well including activities.'

'The staff take us out and I enjoy activities, especially singing and dancing.'

'The home treats everyone with respect and offers equal opportunities.'

'Craigneil provides a homely environment and considers individual needs and wants.'

The AQAA indicates that there have been improvements as a result of listening to the views of people who live at Craigneil, these include a new four weekly menu and a key worker scheme.

Equality and Diversity is respected and promoted by the staff of Craigneil, the care assessment includes the gathering of information about individual beliefs and lifestyle choices of people. All staff receive National Vocational Qualification (NVQ) training and this includes a unit about Equality and Diversity, which is also covered in the staff induction.

The AQAA indicates that the health needs of people at Craigneil continue to be met. People are supported to manage their own health conditions and have access to support from community health services, such as GP and District Nurse visits. The manager is trained to complete incontinence assessments and how to promote continence. People living at the home are able to attend the local Falls Clinic which is provided by the NHS.

The training in safeguarding and The Mental Capacity Act has been updated. Relatives have been given information about the Deprivation of Liberty Safeguards which have been introduced to protect and promote the rights of people who may not have the capacity to make decisions in some areas of their daily life.

There has been one formal complaint received by the home over the past 12 months and this has been investigated under the homes complaints procedure. The aim of the staff is to deal with matters as they arise to prevent the need for complaints to be raised. The character of the home is small and friendly and there is a high degree of daily contact between the staff and the people who live at Craigneil.

The AQAA indicates that the home is maintained to a good standard and health and safety requirements are complied with. The laundry has been upgraded. There are policies and procedures in place to prevent the spread of infection. Staff have attended training in infection control.

The staff at the home have regular opportunities to undertake training and refresh their skills. 85% of the staff have achieved a National Vocational Qualification (NVQ) in Care, which is the recommended qualification for people working in social care. Mandatory health and safety training is provided, including Moving and Handling and this is regularly reviewed to ensure it is reflective of good practice.

The manager is experienced and qualified. She continues to update her skills, and achieved a NVQ level 4 and the Registered Managers Award in February 2009. Craigneil holds an Investors in People quality assurance award. The views of people living at the home are gathered in informal and formal ways. The new assessment form gives people a way in which they can express their thoughts and feelings and questionnaires are used.

The information provided by the manager indicates that safe working practices are promoted at the home. All required routine health and safety checks have been completed. Equipment at the home has been serviced regularly.

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

We will continue to monitor information about this service. 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

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
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