

## Annual service review

Name of Service: The Yachtsman Rest Home

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

The rating was made on: 2 3 1 0 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:

Name of inspector:

Pauline Caulfield

Date of this annual service review:

1 6 1 1 2 0 0 9

## Information about the service

Address of service:	41/42 Laidleys Walk Fleetwood Lancashire FY7 7JL
Telephone number:	01253873472
Fax number:	01253873472
Email address:	yachtsman@fsmail.net
Provider web address:	

Name of registered provider(s):	Graham Phillip Saunders, Robert Mark Saunders
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	32	0
old age, not falling within any other category	0	32

Conditions of registration:
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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 categories: Old Age not falling within any other category - Code OP People with Dementia - Code DE The maximum Number of service users who can be accommodated is 32

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:	There have been no registration changes in the last twelve months
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Date of last key inspection:	2	3	1	0	2	0	0	7
Date of last annual service review (if applicable):								

Brief description of the service
The Yachtsman is registered for a maximum of 32 people, either people with dementia or older people. The home is located on the sea front at Fleetwood and has unrestricted views of Morecambe Bay. Accommodation comprises of two lounges, two dining rooms and a sun lounge. Resident accommodation is located on the ground and

first floors and comprises of mainly single bedrooms and one double room. En suite facilities are available in eleven rooms. A passenger lift is available to assist residents moving from to and from the first floor. The home has a Statement of Purpose and Service User Guide providing information about the care provided, the qualifications and experience of the owners and staff and the services residents can expect if they choose to live at the home. A copy of the Service User Guide and most recent inspection report is issued to all prospective residents and their relatives/representatives to help them make an informed choice whether to move into the home. The range of fees at the home are £386.50 to £464.50 per week covering all aspects of care, food and accommodation. There are no additional charges for newspapers, toiletries, transport, activities or trips. The manager provided this information on the 3rd November 2009.

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

The annual service review for The Yachtsman included the following:

We looked at all the information that we have received, or asked for, since the last key inspection. We asked the home to complete an Annual Quality Assurance Assessment (AQAA). Providers are asked to complete an AQAA each year. This provides us with a written self-assessment plus information about the quality of the service they provide. It is one of the main ways that we obtain information about how the home is meeting outcomes for people using their service.

Completion of the AQAA gives providers the opportunity to tell us about their service and how well they think they are performing. The information given allows us to develop a picture of the service being provided and target our inspection activity.

We sent out comment cards to a number of residents and staff working in the home. This gave them the opportunity to give us their views about the home and the service provided. We received replies from seven people living at the home, some of their relatives and four members of staff.

We looked at the following

What the home has told us about things that have happened in the home these are called notifications and are a legal requirement.

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

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 that we may have received from any other organisations such as GPs.

What other people may have told us about the service.

What has this told us about the service?

The manager of the home returned the AQAA to us when we asked for it. The information provided was clear and showed how they were meeting the expectations and outcomes for people.

We looked at this information, and our judgement is that the home is still providing a good service. The owners, manager and staff are aware of how to continue to develop and maintain their high standards and how to carry on ensuring the views of people living in the home are heard. The manager told us people moving into the home undergo a detailed assessment of their needs. They gather information from other professionals and family members which helps them to build a whole picture of that persons needs. Most people using the service said they had received enough information about the home before they moved in.

People using the service and their relatives said that staff were caring and kind and were there when they needed them. One service user commented, "The staff are very friendly, caring and helpful". Another service user said, "Staff behave in a caring and

dignified manner at all times."

The manager said the home has a structured activities programme designed by the people living in the home. There is a daily activities programme and residents choose what activities they would like to participate in. Entertainers including singers and a watercolour artist regularly visit the home and there are outings once or twice each week. People using the service and their relatives said there were usually activities available. One service user said, "I enjoy the day trips, we go out a lot." Another person said, "I try to do some of the activities most days." Other people said that they would like more. One service user said, "Staff try to put on some sort of activity occasionally." another person said, "I would like more and varied daytime activities, there is nothing to do most of the time." The manager should discuss with people using the service whether they want additional activities.

Through the AQAA the manager told us that maintenance and repairs are carried out as needed and they have a rolling programme of redecoration. They have updated the decor in much of the home and provided more en suite facilities and a new call bell system. They have also enclosed the front garden to make it a safe place for residents and their families to sit out in. People using the service said the home is usually fresh and clean.

People using the service said that they know who to speak to if they are not happy and most people know how to make a formal complaint if they needed to.

Recruitment and induction training is safe and robust reducing the risk of employing unsuitable people. Most staff remain in the homes employment for many years, know the residents well and meet their needs effectively.

All staff have completed qualifications in care and there is a programme of ongoing staff training and staff supervision in place. This helps ensure staff have good up to date skills and knowledge and are clear how to support residents effectively. Staff who completed comment cards told us that they had effective and up to date training. One member of staff said "The training helps provide a high standard of care." Another member of staff commented, "We have training and gain qualifications to assist in knowledge and understanding about care."

Most staff who returned the comment cards said they felt well supported by senior staff and that communication was good and effective but a small number felt that support was limited and communication patchy. one person requested more frequent staff meetings to assist staff with new developments and keep them up to date.

The manager of the home said that they regularly seek the views of people who live in the home through meetings and surveys to identify what they do well and what they could do better. People living in the home and their relatives commented that they felt well supported and staff listen to them.

Senior people in the home continue 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 continue to show that they provide a service that achieves positive outcomes for the people who live there.

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

The Care Quality Commission will continue to monitor information about this service and will carry out an inspection when required.

## Reader Information

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