

Annual service review

Name of Service:	Willow House
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The quality rating for this care home is:	two star good service							
The rating was made on:								

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
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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:							
Tracey Horne	1	9	1	0	2	0	0	9

Information about the service

Address of service:	2 Reading Road Farnborough Hampshire GU14 6NA
Telephone number:	01252522596
Fax number:	01252522596
Email address:	info@willowhouse.org.uk
Provider web address:	www.willowhouse.org.uk

Name of registered provider(s):	Willow Residential Care Limited
Name of registered manager (if applicable)	

Mrs Teresa Jane Morris		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	18	0
old age, not falling within any other category	0	18

Conditions of registration:

The maximum number of service users who can be accommodated is 18.

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 - Code OP Dementia - Code DE Dementia over the age of 65 years - Code DE(E)

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:	Yes The service told us that the manager resigned in May 2009 and will serve two months notice, then the provider would take responsibility of the management of the service. We received an AQAA from the service in August, which stated that an acting manager was in post, but did not inform us of their plans to apply for registration with us.
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We wrote to the provider who confirmed the manager applied to us some time ago. The manager was registered with us 12/10/09.

Date of last key inspection:

Date of last annual service review (if applicable):

Brief description of the service

Willow House is located in a quiet residential road in Farnborough, within easy reach of the town centre and other local amenities. Willow House offers personal care for up to eighteen older people over the age of sixty-five years who may have dementia care needs. The home is a large house standing in its own grounds. The house has been altered and extended over the years. Communal areas in the home include a sitting room, a dining room and a quiet room. There is a passenger lift to enable residents to access all areas of the home. There is a small landscaped garden at the front of the house and large secure gardens at the rear, which are easily accessed by the residents. There is on-street parking at the front of the home.

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 11/10/07 and Annual Service Review (ASR) 09/10/08. 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 were returned to us by six service users and one member of staff. What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement. We considered the previous Key Inspection and ASR.

What has this told us about the service?

The home sent us their AQAA when we asked for it. It was clear and informative. The AQAA states that nine residents have been admitted and one person has received short term care in the last twelve months. The care plans detail the action that all care staff need to take to ensure that all aspects of health, personal and social care needs of the residents are met.

Residents are encouraged to pursue hobbies and leisure interests of their choice.

Residents have access to safe and comfortable indoor and outdoor communal facilities. The home has undergone constant improvements in both decorations and facilities.

The service hasn't received any complaints. Two safeguarding referrals and one safeguarding investigation have been made.

Residents needs are met by the numbers and skill mix of staff. Staff are friendly and respect residents wishes, help maintain their independence and promote dignity and individuality.

Staff have participated in more training.

All staff are currently undertaking National Vocational Qualification (NVQ) 2 or above.

The service has identified in their AQAA the following areas for improvement, to have the garden landscaped and extend the premises to provide more en-suite facilities.

All six residents were helped by a relative to respond to our survey, four agreed they received enough information to help them decide if this service was the right place for them, two did not answer. Five agreed they have been given a contract, one ticked no. Two ticked 'always', three 'usually' and one didn't know to receiving the personal and healthcare support they need. Four agreed staff are 'always' available when they need them, two ticked 'usually' All are aware of who to inform if they are unhappy, but not all were aware of how to make a formal complaint should they need to. All agreed the

staff 'usually' listen to and act on what is being said. Agreed the home is 'always' clean and fresh and generally likes the meals.

The majority stated the service 'sometimes' arrange activities that their relative can take part in.

The following comments were made when asked what the home does well "Care and support, staff and resident relationships, staff know each resident's individual needs, provides a caring environment, very clean and nicely decorated. Good at controlling and dispensing medicines. Very approachable and welcoming. Cook daily with fresh food and make cakes."

The following comments were made when asked what the home could do better "Staff seem very busy and could spend more time with residents rather than running the home. Two responses stated that activities for residents could be improved."

The member of staff who responded to our survey strongly agreed they are given up to date information about residents that enable them to provide appropriate care and support. Agreed the service had carried out Criminal Record Bureau (CRB) and relevant pre employment checks before employment started. Is confident they receive relevant training on a regular basis and meet regularly with their manager for support and to discuss how they are working.

The service continue to notify us of things that have happened since our last key inspection and ASR.

The last key inspection stated people using this service experience good quality outcomes in all areas.

The provider wrote to us in response to receiving the draft ASR report, and stated that further improvements have been made since the last key inspection, but had not been included in the AQAA, they are as follows, staff training, a gardener has been employed, more staff have been employed, including a deputy manager. The complaints procedure is displayed in the main hallway, in service users bedrooms and in the service user's guide. The service has a daily activities plan which relatives can participate in.

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 11/10/10.

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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