

Annual service review

Name of Service: Claremont Lodge Care Home

The quality rating for this care home is:	two star good service								
The rating was made on:	0	8	1	2	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:

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Name of inspector:	Date of this annual service review:								
Lesley Webb	0	3	1	2	2	0	0	9	

Information about the service

Address of service:	Fontwell Avenue Fontwell Eastergate Chichester West Sussex PO20 3RY
Telephone number:	08451256166
Fax number:	08451256167
Email address:	
Provider web address:	

Name of registered provider(s):	Royal Bay Care Homes Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	35
physical disability	35	0

Conditions of registration:		
The maximum number of service users to be accommodated is 35.		
The registered person may provide the following category/ies of service only: Care home with nursing - (N) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Physical disability (PD) 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:	0	8	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Claremont Lodge is a purpose built home, set in mature landscaped gardens. There is ample parking to the front of the home. The home is constructed on two floor with access by staircase and a lift. All bedrooms are single, with en suite shower, toilet and wash hand basin. There are two lounges, a dining area and a further two seating areas

located on each floor. An assisted bath is located on each floor. All areas of the home are wheelchair accessible.

Fees charged for living at the home range from five hundred to six hundred and fifty pounds. It should be noted that any fee information included in this report applied at the time of inspection and that people may wish to obtain more up to date information from the care 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 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.

For example it states it does the following to ensure that the views of people who live at the home are promoted and incorporated into what they do 'Regular meetings with service users and relatives are held in order to seek their views and discuss anything which they wish to raise. These are held four monthly at present, but this will increase now that the home is full. Questionnaires are used to seek views on various aspects of the care home - the last one was about the food and the menus. We also send to stakeholders - Doctors, chiropodists, hairdresser, occupational therapist, holistic therapist, yoga instructor and activity co-ordinators. As manager i do have regular contact with clients and their families and discuss with them anything about the home generally or improvements which could be made. Myself and the deputy manager carried out an extensive exercise whereby we independently asked residents what they thought was the best thing about Claremont and it was interesting to compare the results, and to discuss the findings, which were almost unanimously that the staff were the most impressive thing about the home, being kin and caring'.

The AQAA also informs us that as a result of listening to people the following changes have been made 'We were asked for a television in the lounge - one was purchased and is very popular now - as previously there was only a film projector. We are

providing more fresh fruit and vegetables with meals, and also a fruit bowl for the residents to help themselves. We have established tea and coffee stations in three places so that residents and their families and friends can make themselves a drink anytime. We have rearranged the dining room furniture on several occasions to suit the needs of the clients who have asked for different configurations of tables and chairs etc and as numbers increase. We have made our activity programme more 'outings based' as that is what the majority of people much prefer to the in house activities which we still provide. We have purchased several new beds, at the request of people who disliked or were unable to use the divan beds we have. We have organised a travelling library to come to the home, as people wanted that service regularly. We have now got a regular manicurist visiting and other alternative therapists. We provide a newsletter regularly as were were asked to do so. We have devised a leaflet outlining how to access different services in the home'.

Six residents completed surveys and returned them to us before we undertook this Annual Service Review. Five state they received enough information about the home to help decide if it would be the right place for them. One states 'don't know' to this question. Four state they have received a contract and two that they 'do not know'. Five state they 'always' receive the care and support needed and one that they 'usually'. Three state there are 'always' staff around when needed, one 'usually', one 'sometimes' and one person did not respond to this question. Three state staff 'always' listen to and act on what they say and three state they 'usually' do this. Five state the home 'always' makes sure they get the medical care they need and one states they 'usually' do this. Two state the home 'always' arranges activities they care participate in, two that they 'usually', one that they 'sometimes' and one person did not respond to this question. Three state they 'always' like the meals provided, two that they 'usually' and one person did not respond to this question. Five state there is someone they can speak to informally if not happy and one person that there is not. Five state they know how to make a formal complaint and one person that they do not. Five state the home is 'always' fresh and clean and one that it is 'usually'.

When asked the question 'what does the home do well' comments include 'it is clean, bright and welcoming' 'the staff appear to be excellent' 'choice of staff is good, they are helpful and friendly' 'the gardens are nicely kept' 'creates a friendly, relaxed atmosphere with staff who for the most part look happy and will go out of their way to ensure their is a buzz' and 'all meals are very good'.

When asked the question 'what could the home do better' comments include 'employ more staff to cope with all residents' 'improve response times to call alarms' 'give residents warnings of fire alarm practises' 'ensure items of clothing sent to the laundry are washed in correct temperatures so they do not shrink' 'put more handles around the shower' 'cut down on agency staff. Sometimes they can be very unsettling, and make you feel very ill at ease, with full time, regular staff, you can build up a good feeling of trust' and 'find why TV reception is so erratic and why radio sets cant be used because of interference'.

Three staff surveys were received before we undertook this Annual Service Review. When asked the question 'what does the home do well' comment have been recorded of 'meets the needs of all residents' 'involves residents in matters regarding the home through resident meetings' 'providing a clean, comfortable environment, caring staff and good food' and 'lovely meals, modern amenities, caring staff, very good

atmosphere'.

When asked the question 'what could the home do better' comments have been recorded of 'better communication between directors and the rest of the staff team, including the management' 'sometimes short of staff which makes things hard, not always enough entertainment given' 'too many agency staff this unsettles the patients particularly at night' and 'bell system very poor, sent back to manufacturer'.

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 the 3rd December 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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