

## Annual service review

Name of Service: The Manor House

The quality rating for this care home is:	two star good service								
The rating was made on:	2	6	0	2	2	0	0	9	

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:								
Paula Cordell	0	4	0	2	2	0	1	0	

## Information about the service

Address of service:	62 Uphill Road South Weston Super Mare North Somerset BS23 4TA
Telephone number:	01934412207
Fax number:	01934628386
Email address:	themanorhouse@caringhome.co.uk
Provider web address:	

Name of registered provider(s):	Shreyas S.A.I.N. Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	25

Conditions of registration:		
The maximum number of service users who can be accommodated is	25	
The registered person may provide the following category of service only: Care home with nursing - Code N to service users of either gender whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category (Code 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:	2	6	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
The Manor House is a listed building that has been converted to a registered care home with nursing. It provides accommodation for up to 25 older people with nursing needs. Accommodation is provided over two floors with a passenger lift giving easy access to one of the upper floors. The other upper floor is accessed by a stair lift. There are nineteen single rooms and three that may be shared. Seven of the rooms have ensuite facilities and all have a call bell system. Communal space is provided in a lounge in the main building and a conservatory dining room attached to the lounge.

This looks out onto an enclosed garden. Provision is made within the home for some activities and outings, which also enable close links with the local community to be maintained. All local facilities are within easy walking distance but some are closed in winter. Information about the home is available through a brochure that incorporates key information from the Statement of Purpose and Service User Guide. CSCI reports are displayed in the entrance to the home and available for all to read. The fees range from 348 to 650 pounds per week, with additional charges being made for hairdressing, chiropody, newspapers, escorts, toiletries and some transport. This information was provided in February 2009.

## **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 inspection.

This included:

- 1) The annual quality assurance assessment (AQAA) that was sent to use 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.
- 2) Surveys returned to us by people using the service and from other people with an interest in the service.
- 3) Information we have about how the service has managed complaints.
- 4) What the service has told us about things that have happened in the service, these are called notifications and are a legal requirement.
- 5) The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.
- 6) Relevant information from other organisations.
- 7) 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 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.

The last full key inspection was completed on the 24th February 2009. This provided evidence that the home was providing good outcomes for the people living in the home. A further random visit was completed in October 2009 to ensure the service was sustaining the improvements noted during the visit in February as more people were admitted to the home. The reports of the visit can be sought from the Care Quality Commission's Web site.

The service has changed names since the last key visit from Uphill Nursing Home to The Manor House.

One survey was received from a person living in the home. They confirmed they knew how to make a complaint, that they usually like the meals, that the home is usually

clean, staff always listen to them and respond to their medical needs and they usually participate in activities but they were unsure if they had a contract. They said staff are always available and they always receive the care and support they need.

Three surveys were received from staff working in the home. Feedback from staff was generally positive with clear information being given to enable them to fulfil their roles in the home, good packages of training with support in place. All three commented on the person centred approach and meeting the needs of the people living in the home. Two commented on the management support and the role of the manager in developing the team.

One member of staff said "the home has improved to a homely one, with the effort which is being put in by the new manager. Both the residents and the staff have had a lot of support from the manager. There is a good team and our residents come first".

One member of said the home could improve by putting in a lift to rooms 31,32 and 33 enabling the rooms to be filled more quickly and accessibility. The same member of staff said that the home was well equipped and that the redecoration has improved the homely feel of the property and this continues.

There has been a change in the management of the home. The home has not had a registered manager for a period of two years although the managers have been employed. The provider has appointed twice during this period but applications have not been received. A new manager commenced in post on the 2nd February 2010. The provider has kept us informed of the management changes and has given reassurances that an application will be made promptly to ensure the manager is registered with the Care Quality Commission.

The home continues to let us know about things that have happened since our last visit and they have demonstrated through telephone conversations where relevant they have managed and addressed the issues as detailed in the "notification".

The Care Quality Commission has not received any complaints in the last twelve months.

Our overall judgement is that the home continues to provide a good service to the individuals living at the Manor House.

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

We will not change our inspection plan and will visit the home within the timescales as set down within the legislation. This is changing from April 2010 and information in relation to the changes can be found on the Care Quality Commission's web site. However, we can inspect the service at any time if we are concerned about the well being or the safety of the people living at The Manor House.

## Reader Information

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