

Annual service review

Name of Service:	Fisher Close Nursing Home
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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:							
Anthony Barker	0	2	0	3	2	0	1	0

Information about the service

Address of service:	Grangewood Farm Estate Walton Chesterfield Derbyshire S40 2UN
Telephone number:	01246200138
Fax number:	01246202667
Email address:	
Provider web address:	

Name of registered provider(s):	Enable Care & Home Support Limited
Name of registered manager (if applicable)	

June Stocking		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	15	0
physical disability	15	0

Conditions of registration:	
1. The Provider may provide the following category of care only : Care home with nursing - Code N To service users of the following gender: Either Whose Primary care needs on admission to the home are within the following category: Learning Disability - code LD Physical Disability - code PD	
2. 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
If yes, what have they been:	

Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
Fisher Close is situated in a residential area approximately 2 miles from the centre of Chesterfield. The Home comprises three bungalows, each providing nursing and

personal care and support for up to five adults with learning disabilities and physical disabilities. Although the Home is registered and managed as one establishment, each bungalow has its own separate nursing and care staff group and dedicated facilities including aids and adaptations. All residents are accommodated in single bedrooms and three of these have en suite facilities. Each bungalow has its own garden area, accessible to residents. Transport is provided for residents. There is a car park to the front of the bungalows.

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 Manager returned the Services' annual quality assurance assessment (AQAA) questionnaire when we requested it. The AQAA was comprehensive and provided us with the information we asked for. We looked at this information and our judgement is that the Service is still providing a good service to people and that they know what further improvements they need to make.

From completed surveys we received comments from nine people who live at the Service, two relatives of people who live at the Service, ten staff members and one senior specialist speech and language therapist. Comments from all these people were generally most positive. In response to the question as to what the Service does well, one relative said, "General care is excellent and the presence of a trained nurse is invaluable for the continuation of good care". A number of staff told us, in their completed surveys, that the Service is good at providing, "individualised care". This was also supported by the Manager who told us, in the AQAA, that, "We have provided training around person centred working, values and Intensive Interaction to promote individuality and better communication". The Manager added that, "More staff require Intensive Interaction training to promote communication with complex needs clients who have no verbal communication". It was clear that the Service is involving people in activities based on assessed individual needs. The Manager told us that day care is provided to eight people and staff escort people, "on outings, going out for meals, bowling, cinema, shopping, discos, swimming". However, she accepts the Service could improve by, "providing more individual opportunities if funding allowed...due to the complex needs of some service users some activities, ie. swimming, would need three staff to support them".

We noted, in a number of returned surveys, concern about staffing levels, and availability of transport, which leads to people not getting out as often as some people, staff and relatives would like. A requirement was made at the last inspection to ensure

that sufficient numbers of staff are provided to support people at all times. The Manager did provide us with evidence of improvements to staffing levels, saying, "We have employed two people who are providing social activity opportunities...a housekeeper is now employed to release care staff to provide more time with service users". However, many staff who completed our surveys, still thought that staffing levels were restricting activities outside the Service. For example one member of staff told us the Service could do better by having, "more day trips for the service users...employ more drivers". Another said, "Staffing levels are excellent for everyday but we don't have enough staff or drivers to get out as often as I would like". The Service should continue to address this issue. The Manager later drew our attention to the number of staff and vehicles available to provide outings for people. She said, "Clients and staff are encouraged to make use of every opportunity for outings and activities".

The senior specialist speech and language therapist who completed our survey considered that the staff adhere to safe health guidelines: "they ensure that food of the correct consistency is given to clients...they often go out of their way to accommodate (people's health needs)". We also noted in the AQAA that 25 of the 41 staff have received training in malnutrition care and assistance with eating. Completed surveys from the people who live at the Service, and from staff, indicate that people are provided with a good diet. Positive comments were also made about the environment by staff who helped people to complete the surveys. Comments included, "(The Service) provides a warm and friendly environment...I have a nice room". Staff were also positive about their working environment, saying, "(The Service) provides a warm, homely, friendly and supportive environment for service users and staff" and "We work as a team".

The Service continues to let us know about things that have happened since our last key inspection. It has shown us that it continues to provide a good standard of care for the people who use it.

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 4th August 2011. 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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