

Annual service review

Name of Service: Froxfield Brendoncare Home

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

The rating was made on: 2 1 1 0 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:

Name of inspector:

Pauline Lintern

Date of this annual service review:

0 1 1 0 2 0 0 9

Information about the service

Address of service:	Littlecote Road Froxfield Nr Marlborough Wiltshire SN8 3JY
Telephone number:	01488684916
Fax number:	01488686042
Email address:	hharding@brendoncare.org.uk
Provider web address:	www.brendoncare.org.uk

Name of registered provider(s):	The Brendoncare Foundation	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	4	0
old age, not falling within any other category	0	44
physical disability	2	0
terminally ill	3	0

Conditions of registration:								
No more than 2 physically disabled residents at any one time								
No more than 3 persons in receipt of terminal care at any one time								
No more than 4 persons requiring dementia care at anyone time.								
The staffing requirements shall be as agreed on the Notice of Proposal dated 9 January 2003								
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	1	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service								
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Froxfield Brendoncare is part of a registered charity, the Brendoncare Foundation. They operate a small group of homes, all based in southern England. Froxfield Brendoncare is purpose built, with a second floor in one part of the home. There is a lift between the floors. The home originally opened in 1986. It has been extended several times since then. All residents have single bedrooms. A number of these have en-suite facilities. There are also assisted bathrooms and wcs for general use. There are communal areas within the home. Outside, residents have access to an attractive, well kept garden.

The home is in the village of Froxfield. This is on the A4, within easy reach of both Marlborough and Hungerford. Car parking is available on site. There is a bus stop at the end of the road.

The manager of the home is Mrs Hilary Harding. She is supported by deputies, nursing and care staff as well as an administrator, receptionist, activities coordinator and ancillary staff.

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

What did we do for this annual service review?

The last Annual Service review took place on 24/06/2008

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. 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 judgment is that the home is still providing an excellent service and that they know what further improvements they need to make. However, we expect the suggestions for improvement to receive attention.

The manager told us what the agency does well, 'We provide a well maintained, safe and pleasing environment for our residents. We respect residents wishes and choices and this is reflected in our Person Centred Care Plans. We achieve and maintain a stable motivated workforce who are well trained to carry out the care in accordance with the Brendoncare Philosophy. We follow the Brendoncare Policies and Procedures and requirements under CQC and the Health and Safety Acts and other relevant Acts to ensure compliance in all areas to protect our Staff and Residents. We provide a stimulating and varied activity programme. A choice for meals to enhance the residents day. We excel in end of life care not only in our care of the resident but of the relatives as well'.

They also told us how they have improved since the last inspection, 'We have continued to ensure the comfort of our residents by purchasing additional equipment such as profiling beds, mattresses and updated hoists. We have further developed our person centred care plans to include activity and wellbeing and have introduced the Brendoncare new initiative called 'One Small Step'.

They identified what they could do better, 'We are still not achieving 100% compliance in clinical supervision/reflection practice although improvements have been made during the year and this is ongoing with support from the Practice and Development Manager . There is a plan of dates to ensure we progress with this'.

We received comments from 5 health care professionals and 4 people receiving a

service. We asked people what the agency does well. Comments included: 'the entertainment is excellent, caring and friendly attitude of staff, good facilities and special events', 'General caring has been very good. The staff are very kind and seem to respect the residents. Sometimes there seems to be fewer staff than perhaps there should be, at weekends', 'Always provide us with accurate medical history and current medication', 'Residents are treated as individuals and with dignity and privacy, whenever I have visited the home', 'Good inter-team communication, all staff appear to have knowledge of all the residents care issues but always know their limitations and 'Very caring and professional team'.

We also asked what they could do better. Four people did not identify any improvements. One of these said 'none apparent'.

Five people made suggestions for improvement such as, 'Checking people get their drinks with help at teatimes and while they are still hot', 'X can be quite obstructive and unwilling to divulge certain information upon request, but Y is always helpful and assists in any way they can', 'Perhaps some activities at weekends if at all possible, Sundays in particular tend to drag' and 'Seating, new chairs of varied heights and a selection of wheelchairs to provide all residents with the most appropriate'.

Other comments received included, 'Brendoncare is always a pleasure to visit, the residents seem happy and very well cared for', 'Excellent liaison with health care professionals' and 'It would be nice if a separate smaller sitting room could be available for visits'.

The home continues 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 have shown us that their service continues to provide good outcomes 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 21st October 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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