

Annual service review

Name of Service: Alderwood Nursing Home

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

The rating was made on: 0 5 1 1 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:

Suzanne McKean

Date of this annual service review:

0 9 1 1 2 0 0 9

Information about the service

Address of service:	Rectory Place Bensham Gateshead Tyne & Wear NE8 1XD
Telephone number:	01914777833
Fax number:	01914783212
Email address:	samgreenrmn@aol.com
Provider web address:	www.mentalhealthconcern.org

Name of registered provider(s):	Mental Health Concern	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	5	23
mental disorder, excluding learning disability or dementia	9	9
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	5	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>The local authority first built Alderwood nursing home in the late 1960's. In the 1990's it was leased by Mental Health Concern and registered to provide nursing and personal care for people with mental health needs and dementia-type illnesses.</p> <p>The home is divided into three units, with different statements of purpose. The downstairs unit provides nursing care for people who require long term care because of the nature of their mental health needs. The upstairs contains a unit for the long term nursing care of older people with dementia type illness. The other unit on this floor provides short break nursing care for older people with dementia type illnesses.</p> <p>Alderwood nursing home is in the Bensham area just off the main road leading to</p>

Gateshead. There are local shops and bus stops on this main road. The home stands on an elevated site and is surrounded by a mix of houses.

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 on 5th November 2008. 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 judgment is that the home is still providing a good service and that they know what further improvements they need to make. They have told us that they regularly seek the views of the residents and there is a service users and carers board with representation from each of the homes in Mental Health Concern, and they use the information they get to make positive changes.

People living in the home tell us that they are happy there. There are particularly good staffing levels and the staff working in the home are well trained, supervised and competent. Mental Health Concerns staff training department is extremely active and all of the staff have access to a wide range of training. The staff are motivated to continue to provide good person centered care. This is evident by the way they engage with the people living in the home on a day to day basis.

The home continues to let us know about things that have happened since our last key inspection and 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 5th November 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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