

Annual service review

Name of Service: Briarwood Nursing Home

The quality rating for this care home is: three star excellent 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

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:

Date of this annual service review:

Suzanne McKean

0 2 0 9 2 0 0 9

Information about the service

Address of service:	Whitmore Road Blaydon Tyne & Wear NE21 4AN
Telephone number:	01914148374
Fax number:	01914147439
Email address:	janetmole@hotmail.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	12
mental disorder, excluding learning disability or dementia	17	17

Conditions of registration:

1. The registered person may provide the following category of service 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(ies): Mental disorder, not falling within any other category - Code MD, maximum number of places: 17 Dementia, not falling within any other category, Code DE, maximum number of places: 12 2. The maximum number of service users who can be accommodated is: 29

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
---	-----

If yes, what have they been:	No changes have been made to the registration of the service.
------------------------------	---

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

Brief description of the service
Briarwood nursing home was built in the late 1960's by the local authority to provide nursing and personal care for older people with dementia care or mental health needs. The fees at the home are £795. These fees are funded by Gateshead PCT via

continuing care arrangements. Briarwood is divided into three units. The one unit upstairs and one downstairs are used for the care of those with a dementia type illness. The other upstairs unit provides long-term care of people with complex mental health needs. All of the units have communal areas as well as bathrooms, toilets and bedrooms. The administration area is all located at the front of the building. The home is situated in the heart of Blaydon close to the Blaydon Precinct and the main bus interchange linking to Gateshead, Newcastle and Hexham. A short distance away is the local library, GP surgeries and dentist. The home is close to the main road however pedestrian crossings are available to improve access to local facilities. It is enclosed in it's own grounds 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?

The home had its last key inspection on 31st August 2007 when it was judged to provide an excellent service to the people living there. This rating results in it being suitable to have its next key inspection within three years. An annual service review was then carried out 21st August 2008, which did not suggest that this rating should be changed or that the frequency that the home should be visited be altered.

For this annual service review we looked at all the information that we have received, or asked for, since the last 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.

People living in the home always tell us that they are happy there. They are particularly pleased with how they are supported by the staff.

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 31st August 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

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

Our duty to regulate social care services is set out in the Care Standards Act 2000. The content of which can be found on our website.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a copy of the findings in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.