

Annual service review

Name of Service:

The quality rating for this care home is:	two star good service								
The rating was made on:	1	6	1	2	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?

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:								
Steve Chick	0	6	0	1	2	0	1	0	

Information about the service

Address of service:	Oldham Road Delph Oldham OL3 5EB
Telephone number:	01457874300
Fax number:	01457820089
Email address:	stones.wood@zen.co.uk
Provider web address:	

Name of registered provider(s):	Northern Care Homes Limited
Name of registered manager (if applicable)	

Mrs Valerie Campbell		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	28	0
old age, not falling within any other category	0	28

Conditions of registration:

The registered person may provide the following category of service only: Care home only - Code PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category - Code OP Dementia - Code DE The maximum number of service users who can be accommodated is: 28

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:	1	6	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Stoneswood is a residential care home providing personal care and accommodation for up to 28 older people. It is owned by Northern Care Homes Limited, which is a private company.

The home, which is a large Victorian building, stands in its own grounds in a semi-rural location on the outskirts of Delph, approximately six miles from Oldham Town Centre. There is a public transport link to Oldham.

The home provides 22 single and three double bedrooms. The proprietors have chosen to use the double rooms as singles, and use the remaining three registered places for day care. Accommodation for service users is provided on the ground and first floors of the building, with a passenger lift for ease of access. The basement area is used for storage and utility rooms.

We were told the weekly fees as at December 2008 were 385 pounds. A copy of the service user guide is displayed in the reception area of the home, as is a copy of the most recent Inspection report.

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

What did we do for this annual service review?

The home was given a quality rating of good, following a key inspection which took place on 16th December 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.

Surveys returned to us by people using the service, some relatives and staff.

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 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 the service is thoughtful about the way it operates and continues to look at ways in which it can improve.

There was an acknowledgement in the AQAA that some potential physical improvements within the home, such as updating some bathrooms and the kitchen, had been put on hold due to imminent planned larger scale improvements to the overall facilities. Whilst this is understandable, the Responsible Individuals need to be ready to undertake any necessary remedial work should there be a delay in the planned improvements.

We received two completed surveys from people who live at the home, seven completed surveys from staff at the home and five from relatives of people living at the home.

All staff told us that they have up to date information about each service user, that they receive good, appropriate, training and that they know what to do about any

concerns. All staff told us that there were enough staff on duty either always (5) or usually (2).

Several staff mentioned that they believed Stoneswood to be "very friendly with a lovely homely atmosphere". All staff comments were very positive with one person saying "staff, residents, their family and management all work closely together. This is good because as a carer it means you can really know and understand each resident's needs."

Similarly all the responses from relatives who completed a survey for us were positive. Although some people wondered if there may be more activities for residents, they also acknowledged that this was not always straight forward, and several people spoke very positively about the activities and interaction with staff.

Comments from relatives included " ... is contented, communicating and getting brighter all the time. The staff are also a great support to me during a very difficult time ." And "Because of the care and attention [X] receives I know she is happy, well fed and cared for and I sleep well knowing this." And ""very warm caring environment, staff are always friendly and very helpful ... "

The home continues to let us know about things that have happened since our last key inspection.

We are not aware of any complaints or safeguarding investigations since the previous key inspection.

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

The Care quality Commission will continue to monitor information about this service and will carry out an inspection when required.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
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