

Annual service review

Name of Service: Farthings Nursing Home

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

The rating was made on: 1 2 1 1 2 0 0 7

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:

Wesley Cornwell

Date of this annual service review:

1 8 1 1 2 0 0 9

Information about the service

Address of service:	Farthings Nursing Home Wilson Square Little Bispham Blackpool Lancashire FY5 1RF
Telephone number:	01253864309
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Westlive Limited - T/A The Farthings Nursing Home	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	58
physical disability	3	0
terminally ill	3	0

Conditions of registration:		
The registered person may accommodate up to a maximum of 64 older persons when not utilising those placed designated for persons with a physical disability and/or terminal illness. The total number of persons accommodated in the home at any one time shall not exceed 64.		
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:	1	2	1	1	2	0	0	7
Date of last annual service review (if applicable):								

Brief description of the service
The Farthings Nursing Home is registered to accommodate 64 people for nursing and personal care. It is a large purpose built building that provides passenger lift access to both floors. There are a number of lounge areas on each floor and a dining room on

the ground floor. There are 54 single bedrooms and five doubles, the majority of which have en-suite facilities. There is a large parking area at the front of the property. It is located in a residential area of Bispam.

The home has a Statement of Purpose and Service User Guide providing information about the care provided, the qualifications and experience of the owners and staff and the services people can expect if they choose to live at the home. A copy of the Service User Guide and most recent inspection report is available from the manager to help people make an informed choice whether to move into the home.

The range of fees charged by the home are three hundred and fifteen pounds to five hundred and fifteen pounds covering all aspects of care, food and accommodation.

The homes administrator provided this information on the 18th November 2009.

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

What did we do for this annual service review?

The annual service review for Farthings Nursing Home included the following:

The home was asked to complete an Annual Quality Assurance Assessment (AQAA) by us. The AQAA is a self-assessment and data set, which providers are asked to complete each year and is one of the main ways that we obtain information about how they are meeting the outcomes for people using their service. Completion of the AQAA gives providers the opportunity to tell us about their services and how well they think they are performing. The information given allows us to develop a picture of the service being provided and target our inspection activity.

We sent surveys to people living in the home to ask their views about how well the home is doing. We received replies from eleven people and their comments are included in this report.

What the owner has told us about things that have happened in the home, these are called 'notifications' and are a legal requirement.

Information we had about how the home had managed complaints

We looked at the outcome of the previous key inspection and what people told us about the service they were receiving.

What has this told us about the service?

The owner of the home returned the AQAA to us when we asked for it. The information provided was clear and showed how they were meeting the expectations and outcomes for people. They told us people moving into the home have an assessment of their needs completed prior to admission and a comprehensive care plan is then produced covering all aspects of the persons personal, health and social care needs. They say medication in the home is stored safely and is only administered by Registered General Nurses. They say the people in their care are allowed freedom of choice within their daily routines and can choose whether to participate in the homes activities. They tell us meals are cooked with fresh quality produce and the homes menus are regularly reviewed after consulting people about their preferred choices.

They have told us they provide a clean, friendly, caring and safe environment where the people in their care are encouraged to bring their own belongings to personalise their room. They tell us they have four lounges providing people with choice of sitting somewhere quiet or enjoying the television. They have told us their recruitment procedures are robust to ensure the protection of the people in their care. Staff training continues to be provided to improve services and ensure the staff team remain focused upon service delivery.

We surveyed people about the home as part of this review and received replies from eleven people who live there. They told us people who live at the home receive the care and support they need, the staff are available when needed and listen and act on

what they say. The people who live at the home said they were happy and satisfied with their care and their visitors are always made welcome. One person said, "There's a homely atmosphere, all the staff are friendly and approachable. The food is well balanced and tasty and I enjoy the activities they organize". The relative of one person said, "My mother is taken care of and as a relative I feel confident that she is safe and well looked after. I also receive constant updates on things affecting my mother which I find very helpful".

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 continue to show that they provide a service that achieves positive outcomes for the people who live there.

There have been no complaints referred to the Care Quality Commission about the home since the last inspection.

At the time of this review the Care Quality Commission had not received any safeguarding referrals about staff working at the home.

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

We will continue to monitor information about Farthings Nursing Home .

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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