

Annual service review

Name of Service:	Quaker House
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The quality rating for this care home is:	two star good 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
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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:	
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Name of inspector:	Date of this annual service review:
Ian Craig	1 0 1 1 2 0 0 9

Information about the service

Address of service:	40-44 Barton Court Road New Milton Hampshire BH25 6NR
Telephone number:	01425617656
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	New Milton Quaker Housing Association Limited
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	40

Conditions of registration:

The maximum number of service users to be accommodated is 40.

The registered person may provide the following category/ies of service only: Care home only ? (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 (OP)

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

Brief description of the service

Quaker House is set in a residential area on the outskirts of the town centre of New Milton. It provides residential care for up to 40 older people. Many of the residents require a very limited degree of personal care and the support provided is more akin to that within warden controlled accommodation. All forty bedrooms are single and all of these have an en-suite toilet. There are three communal bathrooms and a shower on the ground floor and three communal bathrooms, two of which have toilets and a separate shower on the first floor. There are gardens to the front and rear of the

property, which include a patio and water feature.

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 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 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 (AQQA) 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 it is our judgement that the home is still providing a good service and that they know what improvements they need to make.

Surveys were sent to residents and staff asking for their views on the service. These were returned by 16 residents and 7 staff. Some of the residents were given help to complete the survey.

Residents say that they they received enough information about the home before moving in and that this helped them to decide if it was the right place for them.

Residents say that they receive the care and support that they need. Medical care is said to be arranged when it is needed. Staff confirm that they are given up to date information about residents' care needs and that residents' care needs are met.

Staff are said to be available when needed.

Comments in the surveys include the following: 'Gives peace of mind and confidence.'
'Every effort is made to comply with residents' wishes within the bounds of reason.'
'Treats residents with respect and with the minimum of interference. Well natured and helpful staff and a very good manager.'
'Quaker house is excellent in all respects- care, understanding, independence, privacy, entertainment for those who want it, outings, well maintained, very clean, well kept garden. We are very lucky to have Quaker House and its staff.'
'My health has improved greatly since being at Quaker House.'

Residents confirm that activities are provided, although 2 people said that they would like more activities and another person said that, although religious services take place

in the home, he/she would like to be taken to a service at a church.

The food is said to be of a good standard, home made and with plenty of choice. One person said the supper meal could be more varied.

Residents say that there is someone they can speak to informally if they are not happy and that they are aware of the complaints procedure. The AQAA states that there has been one complaint in the last 12 months, which was resolved within 28 days.

Staff report that they received an induction when they started work and that this prepared them for work at the home. Relevant training is provided for staff and 15 of the 20 care staff have National Vocational Qualification level 2 or above in care.

Staff say that the home provides enough staff to meet residents' needs.

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 30/11/2010.

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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