

Annual service review

Name of Service: Westholme Clinic

The quality rating for this care home is:	two star good service								
The rating was made on:	0	8	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? 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:

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Name of inspector:	Date of this annual service review:								
Beth Tye	3	0	1	2	2	0	0	9	

Information about the service

Address of service:	Clive Avenue Goring-By-Sea Worthing West Sussex BN12 4SG
Telephone number:	01903242423
Fax number:	
Email address:	carol@ashbournegrp.freemove.co.uk
Provider web address:	

Name of registered provider(s):	Westholme Clinic Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	55	0
mental disorder, excluding learning disability or dementia	55	0

Conditions of registration:		
The maximum number of service users to be accommodated is 55		
The registered person may provide the following category of service: Care home with nursing (N) to service users of the following gender: Either whose primary care needs on admission to the home are within the following category : Dementia (DE) Mental disorder, excluding learning disability or dementia (MD)		
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	8	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Westholme Clinic is a Care Home providing nursing and is registered to accommodate up to 55 people in the category of DE(E) (persons over 65 years with dementia), DE (dementia), MD(E), (mental disorder over 65 years), MD (mental disorder). It is a detached property located in Goring-by-Sea, in the town of Worthing. The accommodation for service users is arranged over two floors. The ground floor and first

floor are served by a passenger lift. The bedrooms comprise predominantly of single occupancy, although there are three shared rooms. Westholme Clinic Limited privately owns the service and the responsible individual on behalf of the company is Mrs Shoai. The registered manager responsible for the day-to-day management of the home is Mrs Patricia Cummins.

Current fees are between four hundred and seventy five and six hundred and fifty pounds per week

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?

They sent us their annual quality assurance assessment (AQAA). It was clear and gave us all the information we asked for.

We looked at the information in the AQAA and our judgement is that they are still providing a good service and that they know what further improvements they need to make.

The AQAA from the service stated:

We do the following to ensure that the views of people who use our services are promoted and incorporated into what we do:

We talk to the service users and their relatives to find out what they like about the home and if they are unhappy with any particular aspect of the home. We hold monthly meetings with our residents' relatives.

We send out annual quality assurance questionnaires to service users, relatives and staff for their views.

Our catering manager provides a new menu every four weeks and discusses the food with the service users and senior staff.

Our staff are encouraged to attend a variety of courses to ensure that service users are always spoken to and treated with respect and their dignity is always upheld, including those residents who are at the end of life.

We have made the following changes to ensure that equality and diversity has been promoted within our service:

During the assessment stage before a service user comes into the home, discussions are held with service users, their relatives, partners, and others involved in their care to find out about their particular beliefs, and spiritual and social needs. This information is incorporated into their care plans, although any sensitive information such as sexual orientation would be kept confidential.

All service users are encouraged to personalise their rooms and we will always try to accommodate them if they wish to bring items of furniture with them.

A Church of England minister visits on a regular basis but we can arrange visits by ministers of any faith as requested.

Regular staff meetings are held and we believe education is the basis of improving our systems. Several members of staff have recently completed an NCFE Level 2 in Equality and Diversity and training on equality and diversity is included in staff inductions. The majority of our staff have achieved NVQ 2 and NVQ 3 in Health and Social Care.

Staff are encouraged to attend training on End of Life care and Dementia Awareness to ensure our residents dignity and human rights are upheld throughout their stay with us.

We know that we give a service that provides value for money because:

Seeing how settled the service users are in our care confirms that the service we provide is good.

We might not be the most luxurious home but we feel the care we provide is giving our service users a good quality of life in a relaxed and happy home.

There was reference in the AQAA to improvements that had been made and also planned for the homes environment. These included;

We have made our brochure, statement of purpose and services user guide much more comprehensive so that residents and their families have a good idea of what life in the home will be like.

We have continued to review and reorganise our policies and procedures. Updated policies and procedures in respect of health, safety and welfare of service users have been forwarded to the Commission.

Care plans have become more person centred.

Several staff have had training on end of life issues.

Residents have outline of care plans in their rooms for staff and relatives information.

Further staff training on providing activities and stimulation for service users that will help improve the service users mentally and physically, maintain independence and reduce the risk of falls.

We arrange residents activities based on their well-being.

All new staff undergo induction training and this includes safeguarding vulnerable adults. All training is up dated on an annual basis. Several members of staff have undergone training in Deprivation of Liberty and the Mental Capacity Act to ensure they understand residents' rights and their responsibilities in respect of these.

We encourage people who are using our services to communicate with us by providing a 24 hour telephone number, which is displayed by the front exit, and we ask them not to leave the home before they have spoken to someone about concerns they may have.

The dining area and lounges have been redecorated and had new curtains. We have replaced some old style hospital beds with high profile nursing beds and bedrooms have been redecorated.

We have encouraged all staff to participate fully in the free training provided by the Care Training Consortium and in-house training that has been arranged by the home with outside providers.

Staff have participated in various training courses as a means of ensuring the residents' needs and diverse requirements are promoted in all areas of the home, and that the health and safety of residents in always paramount.

The service continues to work well with us and let us know about things that have happened since our last key inspection. They have shown that they manage issues well.

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 30th November 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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