

Annual service review

Name of Service: Red Lodge

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

The rating was made on: 3 0 0 9 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:

Name of inspector:

Jean Dobbin

Date of this annual service review:

2 3 1 0 2 0 0 9

Information about the service

Address of service:	Hawthorn Terrace New Earswick York YO32 4ZA
Telephone number:	01904762111
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Joseph Rowntree Housing Trust		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	42	
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:	3	0	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Red Lodge is part of the Joseph Rowntree Housing Trust and is situated in the village of New Earswick on the northern outskirts of York. The home is close to the local shops, post office and has good public transport links into York. Red Lodge is a mature building that can accommodate up to 42 people of either gender, who have personal care needs only. Single private rooms are on the ground and first floors and all have en suite facilities. The home has a passenger lift to aid access to the first floor. There are also communal lounge and dining facilities. Red Lodge has car parking spaces and level access to a well tended and safe garden with plenty of seating. The premises also includes 36-sheltered housing flats, where some tenants can receive a domiciliary care service from staff based at Red Lodge care home. The care and support provided to people in those flats have not been looked at within this report, as that service is registered separately. Information about the service is provided in the home's brochure given to people and their representatives. A copy of the latest report written by our predecessor, the Commission for Social Care Inspection can be obtained</p>

from the manager. The fees to live at Red Lodge can also be obtained from the manager.

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.

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 seven people who live at Red Lodge. Ten surveys in total were sent to the home to be distributed.

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 provided us with some information about how the home has been running in the last year. The AQAA though does not comment on whether any of the recommendations, made at the last inspection a year ago have been implemented in the home. The manager told us in the AQAA that she knows the home needs to provide a more varied activities programme because she has asked people living there, and this is what they have told her. The need for more activities to make people's days more interesting was also commented on, at the inspection a year ago.

We discussed with a senior manager, as the registered manager was not available, how the information in this assessment could be improved, so that we could get a better picture of how the home is running, and whether people are being consulted and listened to.

The senior manager was able to tell us about the home and some of the issues it has managed over the last twelve months. She tells us that she recognises that a dedicated activities person could make people's lives more stimulating, but said the company had no plans at this time to use one. She also told us that the home has carried out a survey earlier in the year to gain people's views about the meals provided. She said the feedback from this survey was generally quite positive, although one person commented negatively in our surveys and this comment was discussed with

her.

The completed surveys are generally positive and all except one was filled in without help, by the individual. Most people answer 'always' or 'usually' to questions like do the staff listen to you and act on what you say? And do you receive the care and support you need? Two of the seven survey responses say they don't know how to make a formal complaint, nor do they think there is anyone at the home they could speak with informally if they were unhappy about something. The management need to remind everyone living there about what to do if they have any concerns and work to make sure people feel included and valued.

Comments from the surveys include 'they take care of us with dedication and cheerfulness', and 'there are some very good carers, and visitors and friends are always welcome'. Another person wrote that 'the staff are very friendly and helpful and the accommodation is very good. The overall care is excellent'.

Most people said that there were 'usually' or 'always' activities at the home that they could join in with, but one said this only 'sometimes' happened and one person said there were 'never' activities suitable for them. One person commented that staff need to remind people about activities that are happening and ask them if they want to join in. The owners needs to look at activities provision in the home, as currently care staff have to organise this when their care duties allow. People in their surveys said that care staff were generally kept busy, so they would have little opportunity to undertake these tasks.

Neither the home nor the commission have received any complaints in the last year. They have informed us promptly of issues and incidents that have affected the people living there. However the senior manager was unaware of a recent incident at the home, where the police had become involved. Whilst the registered manager is unavailable the organisation must keep in close contact with the home so they can be satisfied that it remain well run.

The overall judgement is that the service works well with us and they have generally shown us that they continue 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 have no plans to inspect Red Lodge, 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 living there.

Reader Information

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

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