

## Annual service review

Name of Service: Oaks The

The quality rating for this care home is: three star excellent 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

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: Diane Wilkinson Date of this annual service review:

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## Information about the service

Address of service:	Hartrigg Oaks Haxby Road New Earswick York North Yorkshire YO32 4DS
Telephone number:	01904750700
Fax number:	01904752225
Email address:	giles.dearing@jrf.org.uk
Provider web address:	

Name of registered provider(s):	Joseph Rowntree Housing Trust
Name of registered manager (if applicable)	

Giles Neal Dearing		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	42	0
old age, not falling within any other category	0	42

Conditions of registration:
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The maximum number of service users who can be accommodated is: 42

The registered person may provide the following category of service only: Care Home with Nursing - Code N, 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, maximum number of places 42, Dementia - Code DE, maximum number of places 42

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	The registration categories have changed to those that are recorded on this report.  A notification was received on 29/3/09 to inform us that the registered manager is leaving the service. A new manager will be appointed in due course.
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Date of last key inspection:								
Date of last annual service review (if applicable):								

**Brief description of the service**

The Oaks is a care home that forms part of the facilities in the Hartrigg Oaks retirement village in New Earswick, on the outskirts of York. It is managed by the Joseph Rowntree Housing Trust. The Oaks is a purpose built home that is registered to provide care and accommodation for up to 42 older people, including those who require nursing care. The home is also registered to care for up to 11 people with dementia related conditions. Attached to the complex are a number of facilities including a gym, restaurant, coffee shop, library, shop and hydrotherapy pool which can be used by people from the home and the retirement village. All bedrooms overlook the central garden area. Up to four of the bedrooms can be used for short-term, respite care services. The accommodation is provided over two floors and the second floor is accessible by the stairs, a stair lift and a passenger lift. There is a large car park to the front of the home. The Oaks provides written information to people thinking about coming to live at the home so that they know what to expect from the service and how much it costs.

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

What did we do for this annual service review?

We looked at all of 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.
- 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 all of the information we asked for.

We looked at the information in the AQAA and our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make. They told us that they are planning changes to dining arrangements as a result of issues raised by some residents, to include people living at the home in a review of the service provided by The Oaks and that they plan to encourage people and their next of kin to be more actively involved in developing individual plans of care. Since the last inspection of the home a new people carrier with a wheelchair hoist has been purchased, allowing people with mobility problems to have more trips out. Information provided in the AQAA indicates that some of the policies in place are due to be reviewed.

The date of the last key inspection was 14/05/2007 and at this time a quality rating of excellent was awarded. An annual service review took place last year on 02/05/2008 and the quality rating remained unchanged. We have received no information to indicate that the service offered is no longer excellent. 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 have shown us that their service continues to provide excellent outcomes for the people who use it.

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 the 13th May 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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