

Annual service review

Name of Service: Olive Lodge

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

The rating was made on: 1 5 1 0 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:

Catherine Paling

Date of this annual service review:

2 0 1 0 2 0 0 9

Information about the service

Address of service:	Bedford Court Broadgate Lane Horsforth Leeds West Yorkshire LS18 4EJ
Telephone number:	01132593800
Fax number:	01132819885
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	36

Conditions of registration:

The maximum number of service users who can be accommodated is 36.

The registered person may provide the following category of service only: Care home only - Code 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 - Code OP.

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	5	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Olive Lodge, close to Horsforth Town Street is a 36 bedded care home which has been purpose built to a high specification for the Joseph Rowntree Trust. There is sheltered housing and apartments on the same site and these are not registered. The home is close to shops, library, a health centre and other amenities. All the rooms are spacious and for single occupancy with en suite facilities. All have French windows leading onto

small balconies. The dining room and sitting area on the first floor is reached by stairs and a passenger lift.

Information is provided in the form of a detailed brochure. At the time of the key inspection of October 2008, the charges ranged from three hundred and ninety eight pounds and thirty two pence to four hundred and fifty six pounds and fifty six pence per week. The home should be contacted directly for up to date information about charges.

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.

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 service sent us their annual quality assurance assessment (AQAA) when we asked for it. It was detailed and fully completed. It gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing a good service and that they know what further improvements they need to make. There is stable management at the home with the registered manager and her deputy having been in post for a number of years, with a low staff turnover. This means that there is stability and consistency for people living at the home.

There is an established training programme for staff meaning that they have the knowledge they need to look after people properly. The manager told us that staff had received dementia care training and that this was also going to be provided to ancillary staff. Other training includes safeguarding vulnerable adults and nutritional management.

Information provided in the AQAA told us that the home is committed to the ongoing improvement and development of the service:

"With our focus on improving the quality of life for residents, commencing in the Autumn of 2009 Olive Lodge (along with the three other JRHT care homes for older people) will be participating in the 'My Home Life' project. This national initiative aims to celebrate best practice and improve quality of life for people living and working within the care home setting. The process looks at 'what residents want' and 'what practices work' with particular focus on eight best practice themes. We are looking forward to the project which we see as a real way of developing and improving the

service to our residents."

The organisation was also awarded Investors in Diversity in January 2009.

There has also been recognition of the need to constantly review the types of activity and occupation available to people. A new activities organiser has been appointed to bring "a fresh approach to this important aspect"

Following consultation with the people living at the home there are plans to improve the garden areas with the addition of more seating and some raised flower beds. People are consulted as a matter of routine as part of the ongoing monitoring of the service and to help identify ways of improving the service.

The service 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 good outcomes for the people who use it.

Surveys were not sent out in time for any information to be included in this report. However, any comments we receive will be acted on and shared with the service if appropriate.

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 14th October 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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