

Annual service review

Name of Service: Primley House

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:

Caroline Rowland-Lapwood

Date of this annual service review:

1 9 0 1 2 0 1 0

Information about the service

Address of service:	Totnes Road Paignton Devon TQ3 3SB
Telephone number:	01803558867
Fax number:	01803558867
Email address:	primleyhouse@tiscali.co.uk
Provider web address:	

Name of registered provider(s):	Primley Housing Association Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	39
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:									
Date of last annual service review (if applicable):									

Brief description of the service
<p>Primley House provides care for up to thirty-nine older people. It is a beautiful old house set in its own well-maintained grounds, which are frequented by peacocks, near Paignton Zoo. Indeed, the house was the original zoo, latterly the home of the original owner. Entrance to the house is by shallow steps or a ramp to the side for people who cannot manage the steps. The front door leads into a very large hall that has seating areas. The ground floor comprises a large library, large lounge that can be separated into two rooms, a long sun lounge, and a large dining room. There is also an office, treatment room, kitchen with numerous store rooms, separate staff, men's, women's and accessible toilets for people who live in the home, and a shower room. There are 8 single en-suite bedrooms on the ground floor, 3 of which have en-suite baths. There is a grand staircase, and also a shaft lift, to the first floor which has a further twenty-two single en-suite bedrooms, 7 of which have en-suite baths. There are 3 double bedrooms, all with en-suite baths, and a flat which has a double bedroom, lounge and bathroom. There are a further 2 communal assisted bathrooms, both with toilets, and</p>

a further separate toilet. There is also a flat on the second floor where previous managers used to live. This has recently been converted into an office used by the financial administrator, and staff room with kitchen. Fees vary depending on the level of need, they currently range between #350 and #426. Copies of inspection reports are displayed in the front hall for people who live in the homes and visitors to refer to. They can also be obtained from the CQC website.

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

What did we do for this annual service review?

Primley House last had an Annual Service Review on 20th December 2008.

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 (AQAA) 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 our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make. Some examples of changes made after listening to people living at the home include; All people are able to read documents relating to residents meetings, minutes are provided in large print, any people who have not been able to attend are provided with copies of the results. Copies are also displayed on the notice board for people to read. Posting these on the notice board also allows family and friends to keep up to date with the goings on in Primley House, affording them the opportunity to attend any meetings that are held. To guarantee that all people feel able to express their views, opinions and concerns we allow them the opportunity to either write or to meet privately with the Committee or Management with any suggestions or issues which they do not wish to discuss openly at a meeting. Other improvements that have been made over the past 12 months include; More staff has gained their NVQ qualifications and others are working towards achievement. The Management Committee visit the home at random at lunch time to ensure people are receiving a well balanced , attractively presented meal. A new lift has been installed enabling people who are more active to use this themselves. There is a new improved shower room and new central heating boilers have been installed.

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 good outcomes for the people who use it.

The Care Quality Commission has not received any complaints about Primley House since the last inspection, (December 2008).

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 20th December 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

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

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