

Annual service review

Name of Service: Tripletrees

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

The rating was made on: 1 1 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:

Name of inspector:

Ann Peace

Date of this annual service review:

1 3 0 1 2 0 1 0

Information about the service

Address of service:	70 Ferndale Road Burgess Hill West Sussex RH15 0HD
Telephone number:	01444243054
Fax number:	01444248344
Email address:	
Provider web address:	

Name of registered provider(s):	Follett Care Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	28	0
mental disorder, excluding learning disability or dementia	28	0
old age, not falling within any other category	0	28

Conditions of registration:		
The maximum number of service users who can be accommodated is:	28	
The registered person may provide the following category/ies of service only: Care home only - 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 - OP 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?	Yes	
If yes, what have they been:	No	

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

Brief description of the service
Tripletrees is a care home, registered to provide personal care for a maximum of twenty-eight older persons to include a maximum of three residents with

dementia/mental disorder.

Tripletrees is a large detached and extended property, situated in Burgess Hill, being close to shops, local amenities and transport links. The accommodation is arranged on three floors and comprises of twenty-four single bedrooms and two double rooms that are served by a passenger lift and stair lift. Residents benefit have the use of a large lounge and dining room on the ground floor.

The home is owned by Follett Care Limited and is managed by Mrs M Follett. The current fees are 425 pounds to 595 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 the information 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 by 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.

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 inspection reports.

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 AQAA when we asked for it. It was clear and gave us all of the information we asked for. The AQAA told us that improvements since the last inspection included an activity co-ordinator being employed, staff training increasing and they were consistent in sustaining good outcomes. Plans for the next twelve months include: Reviewing activities, listening to service users and families and encouraging the continuation of integration with the local community.

We received nine surveys from service users, all said they had received enough information about the home to be able to make a choice and they all had a contract. All said they always received the care and support they needed from staff and they all got the medical care they needed. Eight said there was always enough staff on duty and they listened to and acted on what they say one said this usually happened. Seven said there was always enough activities, two said usually. Six said they always liked the meals served three said usually. All said they knew who to speak to if they were not happy. Seven said the home was always fresh and clean two said it usually was.

Comments included: "The home provides support, the environment is safe and the staff friendly".

Six staff returned surveys and told us that: They had all had recruitment checks carried out, five said they are given enough information about service users, one said usually. Five said their induction covered everything they needed to know, one said mostly. Five said that the manager regularly gives support, one said often. All said they knew what to do if someone complained. Five said communication is good in the home, one said it usually was. Three told us there was always enough staff to meet service user's needs, two said usually and one said never. Five members of staff

thought they had the right skills and experience to meet needs, one said they sometimes had. Comments included: "The home provides a warm, safe environment and a happy home for residents and staff". "Staff relationships are good". One comment about what the home could do better was to provide more activities and fun.

One Health Professional completed a survey and told us that : The information gathered at assessments was always good, the home always met the health and care needs of service users and respected their privacy and dignity. They also told us that the manager and staff had to right skills and experience.

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 within twelve months.

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

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