

Annual service review

Name of Service: Tynwald Residential Home For The Elderly

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: Christine Grafton

Date of this annual service review: 0 5 0 8 2 0 0 9

Information about the service

Address of service:	Hillside Street Hythe Kent CT21 5DH
Telephone number:	01303267629
Fax number:	
Email address:	tynwaldhythe@aol.com
Provider web address:	

Name of registered provider(s):	The Alice Butterworth Charity	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	24

Conditions of registration:		
The maximum number of service users to be accommodated is 24.		
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).		
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
Tynwald was established as a charitable trust to provide residential care to twenty-four older people who have lived in the Hythe area, or have connections with Hythe. The Home is situated a short distance from the town centre where there are shops, health centres, churches, a library and other amenities. The Home provides personal care and support in a non-institutional setting. The Manager places great emphasis on encouraging residents to remain active and independent, and the services include a variety of activities and entertainment. All the home's bedrooms are single, and there

is both a shaft and stair lift. There is a choice of sitting areas, and an attractive and accessible garden. In August 2008, fee levels for this service ranged from between £320 and £346 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 all the information that we have received, or asked for, since the last Key Inspection. This included: The Annual Quality Assurance Assessment (the Assessment) that was sent to us by the Registered Provider. This is a self assessment that focuses on how well outcomes are being met for people using the Service. It also gives us some numerical information about the Service.

Information that we have about how things are going in the Service. What the Registered Provider has told us about things that have happened in the Service. These are called 'notifications' and are a legal requirement.

The previous Key Inspection.

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. This was clear and comprehensive, giving us all the information requested.

Our last inspection of 26th August 2008 indicated that they were ensuring excellent outcomes for the people living in the home. The last report and AQAA shows that they place a high value on promoting the emotional well being of residents and providing good health care. The AQAA shows good insight into equality and diversity issues and it indicates that they have developed their care plans to make them more person centred.

The AQAA indicates that they continue to seek people's views and make changes as a result of listening to them. They have told us that their quality assurance system involved a recent survey that sixteen residents took part in, the majority of whom were very satisfied with the level of personal care. Their comments included, "The staff are so helpful." "I don't need help at the moment, but if I do the carers will support me." "All the carers are so kind." "Perfect." "If I use my call bell the carers come straight away."

A relative has written to us praising the care provided at the home, referring to the "Excellent and friendly care" their loved one received.

They have told us about a number of changes they have made as a result of listening to people. These include, bringing the breakfast forward by fifteen minutes and making changes to the way they deliver activities to make them more person centred. More outings have been organized and some residents have benefited from a swimming programme at the local swimming pool. They have made more hours available to the activities organizer to encourage residents to take part in outdoor activities.

They have continued to make changes to the environment to keep it pleasant for people living there. They have improved the lighting to help residents who are partially sighted or registered blind. They have refurbished the conservatory, changed two toilets to enable more room for people with disabilities and have provided new carpet in the dining room. They have also provided some new ski chairs to make it easier for people to use them independently.

Our last inspection indicated that they had a proactive infection control policy and comprehensive infection control guidelines were being followed. The AQAA indicates that this is an area they have continued to develop. All staff have received training on infection control. They have added a wall mounted alcohol gel hand cleaner to encourage visitors to use on entering the home. As well as this they have given residents and staff practical demonstrations on good hygiene practices. They have given residents large print information and provided booklets for visitors and staff about Swine Flue and how to protect themselves and others.

They have continued with their staff training programme and the AQAA indicates that all staff are trained to National Vocational Qualification (NVQ) level 2 or above. As well as this staff have been enabled to attend a range of short courses to develop their knowledge and skills. In the last twelve months, this has included more training for staff on the protection and safeguarding of vulnerable adults. The AQAA states that their staff retention is excellent. Residents benefit from being cared for by a stable staff team, of which the AQAA states over half have worked at Tynwald for ten years or more.

Both our last report and the AQAA indicate that they have a robust complaints procedure and any complaints are taken seriously and acted upon as soon as they are received. The AQAA indicates they have only received one complaint since our last inspection, which has been resolved. They have continued to let us know about things that have happened since our last inspection. There has not been anything out of the ordinary that has caused us to be concerned.

Even though they were rated as 'excellent' at our last inspection, the management recognise that improvement and development is a continual cycle. There is evidence in the AQAA that they are continuing to look at ways of improving what they do to make sure that people living in the home continue to benefit from the service that they provide.

Our overall judgement is that they continue to provide an excellent quality of care for the people who have made Tynwald their home.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan and we are going to complete a Key Inspection by August 2011.

However, we can inspect the home at any time if we have concerns about the quality of the service provided or about the safety of the people living there.

Reader Information

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