

Annual service review

Name of Service: Pinford End House Nursing Home

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

Ann Wiseman

Date of this annual service review:

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Information about the service

Address of service:	Pinford End House Nursing Home Hawstead Bury St Edmunds Suffolk IP29 5NU
Telephone number:	01284388874
Fax number:	01284386838
Email address:	gailtimms@tiscali.co.uk
Provider web address:	

Name of registered provider(s):	Pinford End Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	40
physical disability	2	0

Conditions of registration:		
The Home may only care for 2 service users who are under the age of 65 years (as named in the letter from Jill Hunt, Registered Manager dated 14th February 2007 to CSCI) in the category Physical Disability.		
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
Pinford End House is situated in the rural hamlet of Pinford End, South of Bury St. Edmunds. The service is registered to offer nursing care for up to forty older people. The accommodation is over two floors linked by a large passenger lift. Most rooms are single with en-suite toilet facilities but there is provision for couples to share a bedroom if required and have an adjoining room as a private lounge. There is a dining room and large lounge on the ground floor and a further lounge on the first floor.

There are a number of bathrooms throughout the home, including an assisted spa bath and a shower room. The home has pleasant gardens laid to two sides of the house, with views over the gardens and adjacent fields from most bedrooms.

The building is attractively decorated with wide corridors and large windows giving a feel of space and light. A central courtyard planted with trees and shrubs is accessible to residents and attracts garden birds to feed from the peanut holders provided.

The home's user guide is provided to anyone moving into the home and is available from the office. The current fees range from £730 to £750 per week. The fees do not cover hairdressing, newspapers, toiletries or chiropody.

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

What did we do for this annual service review?

This the first Annual Service Review this service has had since it's last key inspection, which was held on the 2nd July 2008 when we rated the home as a 2 star, good home.

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review, which 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 living in the home. It also gave us some numerical information about the service.

We checked our records for information we have about how the service has managed any complaints it gets and looked at what the home has told us about things that have happened there, these are called 'notifications' and are a legal requirement.

We spoke to the manager who told us what they have been doing since the last inspection and how they have continued to improve the service.

We also had a look at the previous key inspection report and the results of any other visits that we have made to the service in the last 12 months and took into account any other relevant information that people or any other organisations had shared with us since the last inspection.

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 good service and that they know what further improvements they need to make.

We have not received any concerns or complaints about this home since the last inspection. The manager told us in the AQAA that they have received one complaint in the past year and when we spoke to her on the phone she told us that it has been investigated and was quickly resolved and that the person who had made the complaint was happy with the outcome.

This home provides good quality support in a relaxed and homely atmosphere in a person centred way. The manager told us that they have found that they are getting more referrals for people who are frail and at the end of their lives. They pride themselves that they offer a high quality service to this group of people as their staff are committed and caring. The AQAA tells us that this home has introduced the Liverpool Care Pathway into their work practises.

The Marie Curie Palliative Care Institute Liverpool (MCPCIL) is supported by Marie Curie Cancer Care and has pioneered the implementation of the Liverpool Care Pathway for the Dying Patient (LCP). This programme is recognised nationally and internationally as leading practise in care of the dying to enable patients to die a dignified death and provide support to their relatives and professional carers.

By embracing this practise the home believes, "...that all the people we care for, who require end of life care, are treated with dignity and respect at all times, right through to their death. Pain relief would be a high priority at this time and would be closely monitored. People's wishes would have been discussed and recorded and carried out."

During our telephone conversation the manager told us that it is the the homes 21st opening anniversary this year and that they held several days of activities to celebrate it. On the first evening they held a cheese and wine party, then they held an art exhibition which included work that people from the home had produced during their activity programme, some staff members also exhibited their work in the show.

Next they held a fete and some of the people from the home manned the stalls, they raised £1500 on that occasion and then people helped to plan and took part in a Songs of Praise evening. People chose the poems, readings and hymns for the evening and it was a successful evening.

Future plans include finishing an area in the garden that they have started to develop into a tranquil area for people to spend time in. They have already put in raised garden that they have planted as a sensory garden with plants that are good to touch and highly scented flowers. They also have a water feature, which people with sight loss have said they find it relaxing to sit by.

Other improvements in the past year include a newly laid car park at the front of the home and the AQAA says that they have responded to what people had to say by, "Introducing different food choices, we have introduced a monthly special such like game pie and have also introduced home made ice cream and jams. We offer a greater selection of drinks at mealtimes which includes low alcohol wine and beers and residents are involved in choosing activities on a day to day basis."

There weren't any requirements made at the last inspection.

The home continues to let us know about things that have happened since our last visit 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.

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 1st July 2011

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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