

Annual service review

Name of Service:	Luke Senior
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The quality rating for this care home is:	three star excellent service								
The rating was made on:	1	1	0	3	2	0	0	9	

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
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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:									
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Name of inspector:	Date of this annual service review:								
Katherine Acheson	1	8	0	2	2	0	1	0	

Information about the service

Address of service:	Park Lane Guisborough TS14 6ER
Telephone number:	01287632378
Fax number:	F/P01287632378
Email address:	geraldine-handley@redcar-cleveland.gov.uk
Provider web address:	

Name of registered provider(s):	Redcar and Cleveland Borough Council		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
dementia	0	10	
old age, not falling within any other category	0	31	
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	1	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
<p>Luke Senior is registered to provide care to thirty-one older people and ten older people with dementia. The home is owned by Redcar and Cleveland Borough Council. Luke Senior is situated in Park Lane, Guisborough and is close to local shops and amenities. It is a two storey, purpose built facility offering single room accommodation to people that use the service. Bedrooms in the home environment contain a hand washbasin, however not all meet with space requirements of national minimum standards. The dementia unit is situated on the ground floor of the home; this unit has separate lounge, dining room toilet and bathing facilities. Facilities for the older persons unit are situated on the ground and first floor of the home. There are a number of lounge/dining areas and a large communal dining area situated on the ground floor of the home. There is a passenger lift giving access to the upper floor. The home continues to provide day care for a small number of additional older people.</p>

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 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 for people using the service. It also gave some numerical information about 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 key inspection.

Before this annual service review surveys for people that use the service and surveys for staff were sent to the home for the manager to distribute. Surveys sent to people that use the service were asked to comment on care received. Surveys sent to staff were asked to comment on what it was like working at the home and training provided.

Relevant information from other organizations.

What has this told us about the service?

The quality rating for this service is three star. This means that people that use the service experience excellent quality outcomes. The last key inspection of this service took place on 11th March 2009.

The home sent us their AQAA when we asked for it. It was clear and gave us all of the information that we asked for.

We looked at the information in the AQAA and our judgment is that the home is still providing an excellent service and that they know what further improvements they are to make. Comments made by the manager included, "The ethos of Luke Senior supports the engagement with the residents to enable their involvement in influencing decisions in relation to running the home. We provide an environment where residents are happy, safe, feel secure and supported to reach their full potential in all aspects of their life."

The AQAA advises of improvements that have been made in the last twelve months. Some of the windows in communal areas, bedrooms, toilets and bathrooms have been replaced with UPVC double glazing. The statement of purpose and service user guide have been reviewed and a number of policies and procedures have been reviewed and updated.

Before this annual service review we sent surveys to the home for the manager to distribute to people that use the service and staff. People that use the service were

asked to make comment on how well the home does in supporting and caring for them. Staff were asked to comment on care and support given, the way the home is run and training received. We received six completed surveys from people that use the service. We received five completed surveys from staff.

Comments made within surveys from people that use the service included, "I like the staff very much, they look after us well. I enjoy the food it is always lovely" and "The food is excellent, I get everything that I like. I like the exercise class and going out. Staff are very nice."

Comments made by staff included, "I believe that we provide an excellent service with maximum support from the manager" and "Luke Senior provides a caring environment for all. Staff are well trained and dedicated to their role. The home is very well run."

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

Information in the AQAA indicated that the home has received two complaints in the last twelve months.

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 the 10th March 2012.

However we can inspect at any time if we have concerns about the quality of service or the safety of 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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