Annual service review

Name of Service: Maun View

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

The rating was made on: 181220008

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: Mary O'Loughlin

Date of this annual service review: 051120009
## Information about the service

| Address of service: | 261 Chesterfield Road South  
Mansfield  
Nottingham  
NG19 7EL |
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<tbody>
<tr>
<td>Telephone number:</td>
<td>01623423125</td>
</tr>
<tr>
<td>Fax number:</td>
<td>01623412731</td>
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<tr>
<td>Email address:</td>
<td><a href="mailto:janet.edwards1@nottscc.gov.uk">janet.edwards1@nottscc.gov.uk</a></td>
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<td>Provider web address:</td>
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| Name of registered provider(s): | Nottinghamshire County Council |
| Conditions of registration:     |                                 |
| Category(ies) :                 | Number of places (if applicable): |
| dementia                        | Under 65 15  
Over 65 15 |
| old age, not falling within any other category | 0 60 |
| physical disability             | 15 0 |

| Conditions of registration:     | |
| A maximum of 5 PD 55 years and over to be accommodated outside of the intermediate care unit |
| Out of the total number of beds (60), 15 may be used for PD 55 and over |
| Out of the total number of beds (60), there will be 15 beds for DE 55 and over and/or DE(E) |
| Service users shall be within category OP (60) |
| 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: | There were temporary arrangements to cover the managers absence which we were notified of in March 2009. |
| Date of last key inspection: | 1 8 1 2 2 0 0 8 |
| Date of last annual service review (if applicable): | |
| Brief description of the service |
Maun View is a Nottinghamshire County Council Social Services run home, situated a short bus ride away from the centre of Mansfield.

The Home is purpose built to provide personal care for sixty older people, with up to fifteen service users who have a diagnosed dementia. Maun View offers long-stay placements, short-term placements, and has the facilities for intermediate (rehabilitation) placements. The intermediate beds are joint-funded by Mansfield Health Authority and Nottinghamshire County Council.

Accommodation for service users is on two floors, with single bedrooms located in four separate units. Each bedroom has an en-suite toilet and shower. There is lift and stair access to accommodation on the first floor. Maun View is constructed around a courtyard, with an attractive and secure garden for service users to enjoy.

The accommodation charges are based on Nottingham County Council rates. A copy of the most recent inspection report is available in the home.
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 (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.

What other people have told us about the service.

What has this told us about the service?

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

We have not received any complaints about the service in the last twelve months. The manager told us that the home has received two complaints within the last 12 months and that these were resolved within the 28 day timescale.

We received ten completed surveys from people living in the home this told us that people received enough information about the home before they moved in. They all said they knew who to speak to if they were not happy and all but one said they knew how to make a complaint. They told us that staff were always or usually available when they needed them and they always or usually listened and acted on what they said.

People living in the home told us that they always or usually received the care and support they needed. They also told us that there was always or usually activities for them to take part in and that they always liked the food that was provided by the home.

When we asked what the home does well, people said things like, "I'm happy living here" "I feel its the best place I have ever lived in" "The staff are friendly".
We received five staff responses to our surveys and these supported what the manager had told us in the AQAA. Staff continue to be trained beyond the National Minimum Standard.

A trained professional involved in the service told us that the service properly monitors the health care needs of people in the home and commented, "This is a very good service and many people who receive intermediate care comment on how excellent the whole service is".

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.

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

The next inspection of this service will be based on the Fees and Frequency Regulations 2007 and the assessment of risk of the service. Further clarity will become evident as the new registration and inspection system under the Health and Social Care Act 2008 is confirmed.
Our duty to regulate social care services is set out in the Care Standards Act 2000. The content of which can be found on our website.

**Helpline:**

**Telephone:** 03000 616161  
**Email:** enquiries@cqc.org.uk  
**Web:** www.cqc.org.uk

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