Annual service review

Name of Service: Westwood

The quality rating for this care home is: two star good service
The rating was made on: 060120009

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: 091120009
## Information about the service

| Address of service: | Talbot Road  
|                    | Worksop  
|                    | Nottinghamshire  
|                    | S80 2PG |
| Telephone number:  | 01909533690 |
| Fax number:        | 01909533691 |
| Email address:     | mel.ward@nottscc.gov.uk |
| Provider web address: |              |
| Name of registered provider(s): | Nottinghamshire County Council |
| Conditions of registration: | |

| Category(ies) : | Number of places (if applicable): |
|                | Under 65 | Over 65 |
| dementia       | 15       | 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, only 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.

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: | 0 | 6 | 0 | 1 | 2 | 0 | 0 | 9 |
Date of last annual service review (if applicable):  

### Brief description of the service

Westwood is a purpose-built two-storey home which is owned by Nottinghamshire County Council and jointly funded by the local Primary Care Trust (PCT) in respect of the intermediate care unit, health care professionals are employed to work on that unit.
The home is registered to provide personal care and accommodation for 60 residents. 30 residents receive long-term care, 15 places are allocated for respite care and a further 15 beds for Intermediate care. There is a 20 place day centre attached, for which the manager has overall responsibility.

The home is located on the outskirts of the centre of Worksop, where there are many facilities for shopping and socialising.

There is a passenger lift providing access to the first floor, and the home is arranged in four separate units each having its own adapted bathroom, dining room, lounge and kitchenette.

The grounds are pleasant and securely enclosed with perimeter fencing.

The accommodation charges for those residents who are self funding would be £400.00 per week.

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 received one complaint about the service in the last twelve months which the manager investigated. 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 eight 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 or usually liked the food that was provided by the home.

When we asked what the home does well, people said things like, "The meals are excellent", "Staff are very kind and caring", "The home is well run, neat and clean".
One person commented that "some of the meals could improve by better presentation and being served hot".

From the information we received within the AQAA and from the two responses we received from staff working in the home we know that the manager continues to ensure staff are properly trained and supervised.

The manager 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.

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<thead>
<tr>
<th>What are we going to do as a result of this annual service review?</th>
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<tbody>
<tr>
<td>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.</td>
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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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