Name of Service: Leivers Court Care 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: Date of this annual service review:
Mary O’Loughlin 09102009
# Information about the service

| Address of service: | Douro Drive  
| off Kilbourne Drive  
| Arnold  
| Nottingham  
| NG5 8AX |
| Telephone number: | 01159209501 |
| Fax number: | 01159209501 |
| Email address: | julie.allsop@nottscc.gov.uk |
| Provider web address: |

| Name of registered provider(s): | Nottinghamshire County Council |
| Conditions of registration: |
| Category(ies) : | Number of places (if applicable): |
| dementia | Under 65 | Over 65 |
| old age, not falling within any other category | 0 | 38 |
| physical disability | 5 | 0 |

| Conditions of registration: |
| Out of the total number of beds (38), 5 may be used for PD 55 and over |
| Out of the total number of beds (38), there will be 19 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: |
| Date of last annual service review (if applicable): |

**Brief description of the service**

Leivers Court is a care home that provides personal care and accommodation for 38 older people. There is a 20 place Day Centre attached to the home, which operates over 7 days. The home is owned and managed by Nottinghamshire County Council. Leivers Court is a purpose built single storey building located within a
housing estate approximately 1 mile from Arnold town centre. The accommodation is provided in four units, each unit has a fully fitted kitchenette/dining and sitting area, as well as communal toilets and a bathroom or shower room. All of the bedrooms are for single occupancy and have wash hand washbasins; there are no ensuite facilities. There are enclosed garden areas that are accessible to residents. The weekly accommodation charges for those residents who are self funding would be £400.00. 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 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 complaints about the service in the last twelve months. The manager told us that the home has received six complaints within the last 12 months and that these were resolved within the 28 day timescale.

We received seven completed surveys from people living in the home this told us that people received enough information about the home before they moved in. Five people 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, "There is help when I need it every hour of the day", "I'm very happy here".
When we asked what the home could do better one person said, "I can't think of anything but I would like my dog here with me" another person said "I would like the corridor lights switched off at night".

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?**

We are not going to change our inspection plan, and will do a key inspection by 5th October 2010.

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.
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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