Annual service review

Name of Service: Jubilee Court Care Home

The quality rating for this care home is: two star good service
The rating was made on: 0 6 0 1 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

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:
Karmon Hawley 2 1 1 2 2 0 0 9

Annual Service Review
Information about the service

Address of service: Nabbs Lane
Hucknall
Nottingham
NG15 6HB

Telephone number: 01159834630
Fax number: 01159834640
Email address: colleen.russell@nottscc.gov.uk
Provider web address: 

Name of registered provider(s): Nottinghamshire County Council

Conditions of registration:

Category(ies) :

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<tr>
<th>Category(ies)</th>
<th>Number of places (if applicable):</th>
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<tbody>
<tr>
<td>dementia</td>
<td>Under 65 30  Over 65 30</td>
</tr>
<tr>
<td>old age, not falling within any other category</td>
<td>0 Under 65 60 Over 65</td>
</tr>
<tr>
<td>physical disability</td>
<td>5 Under 65 0 Over 65</td>
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Out of the total number of beds (60), 5 may be used for PD 55 and over
Out of the total number of beds (60), there will be 30 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? Yes

If yes, what have they been: None

Date of last key inspection: 06012009

Date of last annual service review (if applicable):

Brief description of the service

Jubilee Court is a purpose-built care home for up to 60 older people some of whom may have dementia. The home is owned and managed by Nottinghamshire County Council. The accommodation is provided on two floors with two shaft lifts to assist independent access. The home is divided into four units each with kitchen, dining
room, sitting room and assisted bathing facilities. All bedrooms are for single occupancy and have ensuite facilities. One of the units is dedicated to provide respite care. There are pleasant well-maintained gardens, which are accessible to all residents. The weekly accommodation charges are discussed on enquiry. 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 or annual service review.

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. Relevant information from other organisations. 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 in depth information about the service. 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.

The AQAA tells us that people using the service are enabled to have a say about how the care home is run and managed by way of questionnaires, meetings and reviews. Plans of care take into consideration people's personal preferences to make sure that they receive care in their preferred way and maintaining people's rights, choices and dignity is paramount.

There is a range of activities on offer both internally and externally and people are enabled to participate in these. People are also supported to maintain relationships with people that are important to them and in contact with the wider community.

Staff remain committed to training and development and they are knowledgeable and competent in their job roles. A through recruitment process is also in place to ensure that people using the service are protected from unsuitable people supporting them.

People using the service and their relatives tell us that they received enough information about the service before a decision to move into the care home was made. They are aware of how they may make a complaint should they feel the need to, however they are mostly satisfied with the care and support that they receive and they feel that staff are usually available when needed and that they listen to them.

We also received the following comments from people using the service and their relatives; "the staff look after you and feed you well, there is nothing the service could do better, it is alright as it is," "the staff provide care for me and make it feel like it is
my home, I am blind and I need lots of assistance and reassurance. They could provide more entertainment," and "the service does everything well, however they could provide more staff per unit."

Staff tell us that they underwent a through recruitment and selection process when they first started working at the care home and that they are supported in their training and development.

Staff also express the following comments; "we make people feel welcome, the home has a real homely feel, we give service users their privacy and their room is their own, we deliver care to suit the individual not the home, we have a staff group that really care," "there could be more activities and a higher staff ratio, especially on the dementia care unit," and "I think on the whole Jubilee Court is a well run home, that see people as individuals and does its best to cater for their needs."

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. The next inspection of this service will be based on the Fees and Frequency Regulations (2007) and the assessment of risk.
Reader Information

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**Email:** enquiries@cqc.org.uk  
**Web:** www.cqc.org.uk

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