

Annual service review

Name of Service: Osborne Lodge

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

The rating was made on: 3 0 1 2 2 0 0 8

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:

Ian Craig

Date of this annual service review:

2 9 1 2 2 0 0 9

Information about the service

Address of service:	30 Osborne Road New Milton Hampshire BH25 6AD
Telephone number:	01425618248
Fax number:	
Email address:	osborne_lodge@btconnect.com
Provider web address:	

Name of registered provider(s):	Vauxian Hotels Ltd		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	24	
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:	3	0	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Osborne Lodge is registered under Vauxian Hotels Limited, and situated close to local amenities in New Milton. The home sits in well-landscaped gardens and provides accommodation on two floors for 24 older persons in 22 single bedrooms and 1 double bedroom. All bedrooms have an en-suite toilet and bath/shower facilities. Residents are fairly independent but have varying needs with aspects of daily living.

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 (AQQA) 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 it is our judgement that the home is still providing a good service and that they know what improvements they need to make.

We sent surveys to staff and residents to ask their views on the service. These were returned by 6 residents and 5 staff. Information contained in the surveys has been used for this report.

Each resident who returned a survey states that they received enough information which helped them to decide if the home was the right place for them to move into. Residents also confirmed that they have been supplied with a copy of the home's terms and conditions of residence.

Residents say that they receive the care and support they need and that the home makes arrangements for medical care. Staff say that they are given information about residents' needs. Staff also report that the home is good at meeting the diverse range of residents' care needs.

Residents say that staff are said to be available when needed and staff confirm that there are enough staff to meet residents' needs.

The AQAA states that residents' independence is promoted and that they are encouraged to be involved in decision making in the home.

4 of the 6 residents' survey state that the home arranges activities that they can take part in. 2 people said that these are 'sometimes' provided. The AQAA states that the home has an activities programme and that individual choices are catered for.

4 of the 6 residents who returned a survey say that they like the meals that are provided. 2 people said that they 'sometimes' like the meals adding that the menu could be improved by being changed. Another person said that there is a choice but that this is usually a cold meal alternative and that he/she would like a hot meal as an alternative.

Residents say that they are aware of the home's complaints procedure and that there is someone available to speak to on an informal basis if they are not happy. The AQAA states that no complaints have been made in the last 12 months. The Commission received a complaint which was referred to social services for investigation under the safeguarding procedures. At the time of writing this report the outcome of this referral was not known.

Staff report that they know what to do if someone has concerns about the home.

Staff say that they received an induction when they started work and that this helped prepare them for the job. The AQAA states that 80 per cent of the staff have completed National Vocational Qualification level 2 or 3 in care. Staff say that they receive training in meeting health and personal care needs although 1 person said that this could be improved. Staff also report that they work well as a team and are supported by the home's management.

The home monitors its own performance by obtaining the views of residents and involved health and social care professionals.

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 29/12/2010.

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.

Reader Information

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