

## Annual service review

Name of Service: Pinewood Nursing Home

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

The rating was made on: 0 6 1 0 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:

Judith McGregor-Harper

Date of this annual service review:

2 0 1 0 2 0 0 9

## Information about the service

Address of service:	33 Victoria Place Budleigh Salterton Devon EX9 6JP
Telephone number:	01395446161
Fax number:	01395443096
Email address:	mail@pinewoodonline.co.uk
Provider web address:	www.pinewoodonline.co.uk

Name of registered provider(s):	Elmwood Nursing Home Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	35

Conditions of registration:								
The maximum number of service users who can be accommodated is	35							
The registered person may provide the following category of service only: Care home with nursing - Code N to service users of either gender whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category (Code 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	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Pinewood Nursing Home provides 24-hour nursing care and accommodation for up to 35 people over retirement age. It is owned by Elmwood Nursing Home Ltd., and is managed by a registered nurse. The home stands in its own grounds, approached by way of a steep hill, in a residential area close to Budleigh Salterton town centre and the sea front. Bedrooms and shared facilities are over four floors, with lift access between floors. Twenty bedrooms have en suite facilities. There are two lounges, a smaller 'quiet room', and a dining room. There are grounds and gardens, including

areas that are accessible to people with mobility problems, with a car park outside the front entrance to the home. The home employs a physiotherapist, activities coordinator, and has shared use of a minibus. The weekly fee at the time of this inspection were 552-1200 pounds, depending on care needs and the bedroom occupied. Extras include private telephone calls and items of laundry requiring specialist dry cleaning (the home takes these to a dry cleaners on behalf of the individual), which are charged at cost price. There is no extra charge for items laundered at the home. Items from the home's 'shop' are charged at or very near to cost price. The home does not charge transport costs for the home's weekly minibus group outings. Individuals can request the home's transport for their own purposes; this is charged at 40p/mile only after the sixth mile, plus 5 pounds/hour for the driver. Theatre-goers were charged 15 pounds to cover ticket prices and staff escort costs. Current information about the service, including our reports, is available through the home's senior staff. The home also has it's own website, at: [www.pinewoodonline.co.uk](http://www.pinewoodonline.co.uk).

## **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.

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 all the information we asked for. It demonstrated that the home owner understands what good practise is and how to maintain a good service for the people who live at Pinewood. The AQAA also outlined improvements that are needed at the service and how to achieve this.

The AQAA gave us information on how the management of the home understands issues relating to diversity and tries to achieve equality and address discrimination. The AQAA also reported that since the last inspection half of the care staff have now successfully achieved an NVQ level 2 qualification or equivalent, as recommended in the last inspection report.

The AQAA informed us that the service has received some complaints and reported that these were responded to within 28 days and resolved to the satisfaction of the people complaining. We have not received any complaints about this service directly. In September 2009 we sent surveys to a sample of people who live at the home. 10 surveys were sent and 8 surveys were completed and returned. People said they had enough information about the home before they moved in and that they receive the care, support and medical attention they need. Surveys told us that the home is fresh and clean. People reported back to us that the staff listen to them and act on what they say. They also confirmed that they knew whom to approach should they have concerns and that they knew how to complain. Feedback in the surveys about the staff working at the home was positive although 3 people commented upon perceived staffing number inadequacies. The comments were, "sometimes they are short of staff so the staff are under pressure", they need "more/regular staff" and "a few more early morning carers." The provider responded to our draft annual service review and gave

us information about current staffing levels. The provider asked if we would reflect in our final report that the home has 'increased staffing to meet resident's needs.' In light of resident's survey comments we suggest the home take the opportunity to discuss staffing levels at a resident's meeting.

Comments of praise about the service from the survey respondents included, they "provide a friendly and supportive atmosphere", I am "very happy with care, staff and Pinewood generally" and the home is "kept very clean".

We have received notifications about events in the home under the Regulation 37 reporting process and we have received additional information about events when we have requested this.

We have not made any visits to the home since the last key inspection.

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

We will carry out an unannounced inspection of the service before 6 October 2010.

However, we will 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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