

Annual service review

Name of Service: Redwalls Nursing Home

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

The rating was made on: 0 9 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:

Maureen Brown

Date of this annual service review:

2 8 1 0 2 0 0 9

Information about the service

Address of service:	Weaverham Road Sandiway Northwich Cheshire CW8 2ND
Telephone number:	01606889339
Fax number:	01606883287
Email address:	info@redwalls.net
Provider web address:	www.redwalls.net

Name of registered provider(s):	Redwalls Care Services Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	44

Conditions of registration:

The registered person may provide the following category of service only Care home with nursing. Code N. To people of the following gender. Either. Whose primary care needs on admission to the home are within the following categories. Old age, not falling within any other category Code OP. The maximum number of people who can be accommodated is 44

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	9	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Redwalls is a care home providing nursing and personal care for up to 43 older people. It is a large converted property standing in its own grounds. It is close to local amenities in the village of Sandiway, approximately five miles from Northwich town centre.
The home is a three-storey building and accommodation for residents is on the ground and first floors. There are forty-one single and one double bedrooms, most of which

have en-suite facilities. There are two lounges and a conservatory on the ground floor and a lounge on the first floor. The dining room is on the ground floor next to the kitchen.

The scale of charges range from £600 to £640 per week.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at the information that we have, or asked for, since the last key inspection of Redwalls on 9 October 2008. This included:

The annual quality assurance assessment (AQAA) that was sent to us by the home. The AQAA is a self-assessment document that focuses on how well outcomes are being met for the people who live at Redwalls. It also gave us some numerical information about the service.

Surveys sent out to people who live at the home and staff members to find out their views about Redwalls.

Information we have about how the home has managed complaints.

What Redwalls has told us about things that have happened at the service; these are called notifications and are a legal requirement.

The previous key inspection which was carried out at Redwalls on 9 October 2008.

Relevant information we have received from other organisations.

What other people have told us about the home.

What has this told us about the service?

Redwalls sent us their annual quality assurance assessment (AQAA) when we asked for it. It gave us the information we asked for.

We looked at the information in the AQAA and our judgement is that the service is still providing a good service and it continues to maintain and improve the service for people who use it.

Redwalls has received five complaints during the last year, all were resolved within 28 days and two of the complaints were upheld. The commission has not received any complaints about the home during the last year.

No safeguarding referrals have been made by the home over the last year.

People who live at Redwalls said, "There is always someone on duty to answer our queries. My husband also used to live here with me and in my opinion he had very good attention most of the time and particularly at the end", "The food is good", "They do everything well and I am very happy here." Other comments included, "The staff are a very caring group of people. They treat all the clients as individuals. Everyone knocks before entering a bedroom and always have a cheerful and friendly word. The Senior members of staff are all very approachable at all times" and "The food is excellent, my needs are catered for and the staff try hard to help me."

Staff commented, "Residents are made to feel at home and are kept clean and well fed. It is nice to hear residents families praising us and making lovely comments about Redwalls. The manager does a superb job. She is always there for the residents and staff team", "The residents are well looked after. There is a pleasant, welcoming atmosphere", "They provide suitable training to meet individual care needs. All equipment is in good order and it is a good working environment" and "We keep the home filled with residents and the home is clean and acceptable. The residents are happy and comfortable."

Areas where both people who live at Redwalls and the staff team thought improvements could be made included: More activities and fund raising; Ensure overseas staff speak clear English as this can be difficult for residents to understand sometimes; and I seem to wait too long for things such as I have to wait in bed ages if its my bath day and I feel that I have to wait to get someones attention.

The manager made the following comments in the AQAA.

She stated that she listens to people who live at Redwalls by having an open door policy, encouraging frequent staff and residents meetings, having an evening surgery each month where she is available for residents and relatives to talk to on a one to one basis and by analysing the satisfaction surveys sent to residents and relatives and any concerns being treated with promptly.

The manager also told us in the AQAA that improvements that had been made over the last year included: a new extension creating one extra bedroom and new seating area, all new bedding had been provided, the training of more staff in moving and handling and through audits on medication and there is a marked improvement on recording of medication.

The plans for the next year include to continue with ongoing assessments for the people who live at the home and these will be monitored regularly. Trying to encourage our residents to go on more outside visits weather permitting, and to continue with the effective recruitment system we have not and to improve if the need arises.

The home continues to let us know about things that have happened since our last main inspection there and they have shown that they have managed issues well. They 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 we will do a key inspection within three years of the previous key inspection being carried out.

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 living there.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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

We want people to be able to access this information. If you would like a copy of the findings in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.