

Annual service review

Name of Service: Wayfarers

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

The rating was made on: 2 7 0 8 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:

Christine Grafton

Date of this annual service review:

1 1 0 8 2 0 0 9

Information about the service

Address of service:	St Barts Road Sandwich Kent CT13 0BG
Telephone number:	01304614155
Fax number:	01304620130
Email address:	pauline.woodcock@kent.gov.uk
Provider web address:	

Name of registered provider(s):	Kent County Council	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	34

Conditions of registration:								
The maximum number of service users to be accommodated is 34.								
The registered person may provide the following category/ies of service only: Care home only - (PC) to service users 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 (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:	2	7	0	8	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Wayfarers is a Kent County Council run home offering up to 34 beds for older people requiring residential care. The home is separated into two distinct wings (Hollyside and Cherry Way) with their own dining areas and communal spaces. However residents are able and encouraged to participate in joint activities and social events. The home is set in a relatively quiet, residential area of Sandwich, close to the town centre with good access to the local amenities and popular tourist and recreational facilities. The home has been well maintained and planned redecoration and refurbishment is routinely

completed. There are attractive gardens to the rear of the home. The service is arranged over a single floor ensuring easy access throughout for all service users. All bedrooms are single occupancy. The home offers a dedicated respite service alongside the residential unit and there is also an integrated day centre attached to the home. Information on the home services and how to access our inspection reports for prospective service users will be detailed in the Statement of Purpose and Service User Guide.

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 (the Assessment) that was sent to us by the Registered Provider. This is a self assessment that focuses on how well outcomes are being met for people using the Service. It also gives us some numerical information about the Service.

Information that we have about how things are going in the Service. What the Registered Provider has told us about things that have happened in the Service. These are called 'notifications' and are a legal requirement.

The previous Key Inspection.

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. This was clear and comprehensive, providing excellent information. They have recognized where they are doing well and show that they continually monitor and review the service they provide. Where they have identified things that could be done better, they have made changes and put into place development plans showing evidence where these have been achieved with target dates for those not yet completed.

Our last inspection of 27th August 2008 indicated that they were ensuring good outcomes for people living in the home. The people living there spoke of having lots of choices and of being well looked after by helpful staff. We saw that people really had a say about what goes on in the home and that staff were well trained and competent. They had already identified where some things could be done better and had plans in place to address them.

Their AQAA shows that they have already addressed a number of these and are on the way to completing the remainder within the coming months. The AQAA shows that they continue to seek the views of people who use the service and here are some of the things they have done as a result of listening to them.

They have asked residents specifically about activities and staffing levels within the home. The information is being used to ensure they are providing the support and services the residents need. They have refurbished two bathrooms and had two showers installed. All bathrooms have been decorated and furnished to provide a more luxurious, but homely feel. Residents have designed their own menus for bank holidays and special occasions. They have chosen their own entertainment, what they would like

to see in future months and destinations for days out. Evening meal times are now more flexible to accommodate residents' wishes regarding their leisure time.

They have made changes to ensure the equality and diversity needs of people are met. They have redesigned their service users' guide and statement of purpose to include pictorial guides. They have included questions related to fairness, equality and respect of personal choices in their service user questionnaires and have purchased a special training package to ensure staff can have access to equality and diversity training. They have made sure that all staff have received Mental Capacity Act awareness training. As well as this, one member of the senior staff team has undertaken Training for Trainers Adult Protection Awareness to ensure all staff can receive this training in house. This will ensure that staff will have an awareness of their responsibilities.

They have continued to make changes to the way they provide care to make sure that residents' needs are being well met. These include making sure their pre admission assessments are more centred around the person as an individual, making a number of improvements to the care records contained within people's individual care plans, so that any changes are promptly identified and any necessary action taken. They have introduced changes to their medication procedures to ensure safety and introduced audits to check that things are as they should be.

They have made a number of environmental improvements and introduced better cleaning schedules, ensuring that all areas are cleaned on a routine basis. They have plans to develop their infection control procedures by making arrangements to have an audit by the Health Protection Agency to ensure that good practice occurs. They also have plans to install bed pan sluicing machines to continue maintaining high infection control and are planning to re-carpet all communal areas.

They have recruited more relief staff, both domestics and carers to minimise the number of agency staff used and hence, the number of strangers that are in the residents' home. They are considering providing designated staff to the different units to help to build better working relationships. Their future proposals include looking into dividing the two units into four, with dedicated staff teams, thus allowing key workers time to spend with residents and promote the delivery of person centred care. This is as a direct result of the information gained from the questionnaires on staffing and activities. This will also allow for a more varied activity programme. They are also considering making one of the four units into a dedicated respite unit. This is to minimise disruption and help prevent distress to permanent residents, when there can be high turnover of people staying for short term care.

Our last report and the AQAA show that they have a robust complaints procedure, where people feel empowered and confident enough to make complaints, knowing that their concerns will be taken seriously and acted upon. The AQAA indicates that they have had six complaints since our last inspection, all promptly dealt with and resolved. They have continued to let us know about things that have happened since our last inspection and they have shown that they have managed issues well.

We have looked at all the information received about the home since our last inspection and our overall judgement is that they continue to provide a good quality of care to the people who use the service.

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 are going to complete a Key Inspection by August 2010.

However, we can inspect the home at any time, if we have concerns about the quality of care provided or about the safety of the people using the service.

Reader Information

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