

## Annual service review

<b>Name of Service:</b>	Eastfield Farm Residential Home Limited
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The quality rating for this care home is:	three star excellent service							
The rating was made on:								

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.

<b>Has this annual service review changed our opinion of the service?</b>	No
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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:								
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<b>Name of inspector:</b>	<b>Date of this annual service review:</b>							
Diane Wilkinson	1	1	1	1	2	0	0	9

## Information about the service

Address of service:	Eastfield Farm Residential Home Limited Halsham East Yorkshire HU12 0BP
Telephone number:	01964671134
Fax number:	F/P01964671134
Email address:	eastfield.res@neoeon.com
Provider web address:	

Name of registered provider(s):	Eastfield Farm Residential Home Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	26
old age, not falling within any other category	0	26

Conditions of registration:	
The maximum number of service users who can be accommodated is: 26	
The registered person may provide the following category of service only: Care home only - Code 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 - Code OP and Dementia - Code DE(E)	
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:									
Date of last annual service review (if applicable):									

Brief description of the service
Eastfield Farm Residential Home is a privately owned care home that is registered to provide care and accommodation for 25 older people, including those with dementia related conditions.
The home is situated in a rural setting and local amenities are only accessible via public transport or car. Communal space comprises of three lounges and a dining room

- some of these areas have views over the open countryside.

Private accommodation consists of seventeen single rooms and four shared rooms - eleven of the single rooms and one of the shared rooms have en-suite facilities. There is a passenger lift to the first floor so all areas of the home are accessible to the people who live there.

The garden is easily accessible for service users and in the summer benches, tables and parasols are placed outside. There is ample parking space at the front of the building.

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

What did we do for this annual service review?

We looked at all of the information 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 last key inspection of the home was on the 22nd November 2007. At this time, a quality rating of excellent was awarded.

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.

We looked at the information in the AQAA and our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make. They told us that, as a result of comments received from service users, relatives and health care professionals, they have improved the facilities in the upstairs bathroom by installing a walk-in shower and an additional jacuzzi. They intend to create an enclosed sensory garden so that people can spend time outside safely. During the next twelve months they plan to investigate the care needs of younger people with dementia, as they realise that their needs are different to those of older people with this condition.

The home has submitted an application to the Care Quality Commission to increase its registered numbers from 25 to 26. They intend to use the additional room to offer a respite care service, as they have had numerous requests to provide this service.

We received four surveys from people living at the home. All of the responses to questions were positive; they told us that they receive the support and care they need, that staff are available when they need them, that staff listen to them and act on what they say, that they know who to speak to if they are unhappy and how to make a complaint and that the home is always fresh and clean. When asked what the home does well, people told us, 'The staff are always cheerful and full of fun and keep me going. They are concerned about all residents welfare and general well-being' and 'good caring staff, very good food, pleasant atmosphere'.

We received eight surveys from staff working at the home. Again, we received positive responses to all questions in the survey, although one member of staff felt that they only 'sometimes' had enough support, experience and knowledge to meet the different needs of people living at the home. Staff told us that they are well trained and well supported by the manager and that there are enough staff on duty to meet the needs of the people they support. When asked what the home does well, we were told, 'all residents needs are well met - everything and everyone is kept very clean and presentable', 'we have a good working relationship with service users, families and outside agencies, working together for the physical and emotional well-being of all concerned', 'Eastfield residents and families get a good social life', 'the food is good, the care is good - you have to look at the resident's faces - that will tell you a lot' and 'my manager has always been very approachable and supportive - she runs a tight ship in a very kind way'.

We also received a survey from a health care professional. All of the responses in the survey were positive and they commented, 'provides high standards of individualised care for all its residents - comfortable, safe environment'.

The home continues to let us know about things that have happened since our last key inspection and they have shown us that they have managed issues well. They work well with us and have shown us that their service continues to provide excellent 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 will do a key inspection by the 21st November 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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