

Annual service review

Name of Service: Amherst Court

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

The rating was made on: 2 5 1 1 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:

Alexis Reilly

Date of this annual service review:

1 0 1 0 2 0 0 9

Information about the service

Address of service:	39 Amherst Road Bexhill-on-Sea East Sussex TN40 1QN
Telephone number:	01424217622
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Pages Homes Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	15	0

Conditions of registration:								
The maximum number of service users to be accommodated is 15.								
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: Mental disorder, excluding learning disability or dementia (MD).								
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	5	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Amherst Court is a home for up to 15 people with enduring mental health issues. The house is located on a residential street near to Bexhill town centre. There is street parking available outside the home. The accommodation is over 4 floors. The basement contains all of the communal space, which consists of a large lounge/diner, kitchen, laundry and an office. There is a small garden to the rear, which has a summerhouse used as a smoking room. The

upper floors in the home consist of bedrooms and bathrooms/toilets.
The current fees range from £523.00 - £892.00 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 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 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. We looked at the information in the AQAA and our judgement is that the home is still providing a good service and that they know what further improvements they need to make. The Appointed Manager has worked at the home for a number of years and was first employed as a carer there. Consequently the residents in the home have known her for a number of years and have a positive relationship with her. The environment in the home is of a reasonable standard and is well maintained. Quality assurance systems in the home are in place and the Appointed Manager always ensures the views of family, friends or professional are regularly sought.

The Appointed Manager has worked on the care plans in the service, and has updated policies and procedures, the service user guide and the statement of purpose.

Applications for employment are now returned prior to short listing and interviewing staff.

Following the last inspection of the service the home was issued with five requirements, the service has confirmed four of these five have been met. The exception to this is that the service currently has no Registered Manager. Plans are in place to rectify this situation and it is hoped an application will be submitted to the CQC for registration by January 2010 when the Acting Manager returns from leave. During this time the Deputy Manager is taking this role.

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 25th 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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