

Annual service review

Name of Service: Bellstone Residential Care Ltd

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

The rating was made on: 0 5 0 3 2 0 0 9

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:

Jill Clarke

Date of this annual service review:

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Information about the service

Address of service:	23-29 Beach Road West Felixstowe Suffolk IP11 2BL
Telephone number:	01394278480
Fax number:	01394276597
Email address:	
Provider web address:	

Name of registered provider(s):	Bellstone Residential Care Ltd		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	22	
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	5	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
<p>Bellstone Residential Care Home is situated close to the sea front in Felixstowe. The home is registered to provide care for a maximum of 22 older people. The home has a range of communal areas, including 2 dining rooms, and a sun lounge through which the garden can be accessed. The garden is small yet attractive with a lawn, seating and borders with plants and a water feature. There are sixteen single and three shared bedrooms; not all rooms have en-suite facilities. Each room is furnished and centrally heated. There is a call bell system throughout the home. Access to the first floor is by two staircases which have stair lifts. A mobile library and church representatives regularly visit the home. A statement of purpose, colour brochure and a service user guide provides detailed information about the home and access to local services. Each resident has a contract of terms and conditions; which is reviewed annually and describes what services are included and sets out their individual agreed fee. Fees as given in the service Users Guide: Range from £405 - £475 per week Respite Room (short stay) Room Rate + 10% The fees do not cover additional services such</p>

hairdresser, chiropodist and personal items such as toiletries and receipt of daily newspapers.

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 (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 gives us some numerical information about the service.
- * Surveys returned to us by residents living and staff working at the home, and from other people with an interest in the service.
- * Information we have about how the service has managed any complaints.
- * The last key inspection report.

What has this told us about the service?

The agency sent us their AQAA (12th January 2010) after they contacted us requesting a short extension to enable them to complete the report. The AQAA gives us clear information on what they do well, areas of the service they have improved in during the last year, and their 'plans for improvement' during the next twelve months. This shows they are continually monitoring the service they are providing, to ensure it meets their regulatory obligations, and the needs of the people living at the home.

Residents living at the home who we surveyed, told us they are 'always' receiving the care and support they need, and staff are available when they need them. When we asked if the home arranges activities they can take part in, two residents replied 'always', four 'usually' and two 'sometimes'. Residents also told us that the home is being kept clean and fresh, and they know who to talk to if they are unhappy with the level of care and support they receive. When we asked residents what they feel the home does well, comments included "everything", "I am satisfied with everything" and "the food and care is very good".

Feedback from staff confirmed that their recruitment has been undertaken fairly, and thoroughly. They also told us they are receiving training which is relevant to their work, and keeps their skills and knowledge updated. All the staff surveyed said they are receiving enough support, and feel they have the experience and knowledge to meet the individual needs of the people using the service. Comments from staff included "The home is very well run" and "I feel that the home tries to provide a happy and friendly environment, and that the residents feel more involved as if they were in their own homes".

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for

the people living at Bellstone Residential home.

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

We are not going to change our inspection plan. using the current CQC methodology for inspecting two star services, we will do a key inspection within three years of the last key inspection, which was the 5th March 2009.

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

Reader Information

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