

Annual service review

Name of Service:	Saxlingham Hall Nursing Home
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The quality rating for this care home is:	three star excellent service							
The rating was made on:	1	6	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
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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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Name of inspector:	Date of this annual service review:							
Marilyn Fellingham	1	6	0	3	2	0	1	0

Information about the service

Address of service:	The Green Saxlingham Nethergate Norfolk NR15 1TH
Telephone number:	01508499225
Fax number:	01508499612
Email address:	staff@saxlinghamhall.fsnet.co.uk
Provider web address:	

Name of registered provider(s):	Saxlingham Hall Nursing Home Limited
Name of registered manager (if applicable)	

Mrs Theresa Dawn Parfitt		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	41
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:	1	6	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Saxlingham Hall is a large detached house dating back to 1880, and is situated in about two and a half acres in a rural setting, about two miles from the centre of the village of Saxlingham Green. Accommodation is on two floors with both floors being accessible to wheelchair users. Service users accommodation is provided within thirty-one single bedrooms and four double rooms, with the majority having en-suite facilities. The bedrooms are situated on both floors with access by two shaft lifts. All rooms have a television and telephone point. On the ground floor is a large lounge and dining room, with a further two small sitting rooms, and a conservatory leading out to the patio area overlooking spacious garden and woodland areas. There are ample parking places.

The fees charged per week are £750 to £850.

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 received, or asked for, since the last Key Inspection or Annual Service review. This included: The Annual Quality Assurance Assessment (AQAA). The AQAA is a self assessment that focuses on how well outcomes are being met for people using the service. It gave us some numerical information about the service.

Information 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 twelve months.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The manager sent us the Annual Quality Assurance Assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for.

We know from our past visits to the home that people who move into the home have detailed assessments and good care plans that identify their needs and wishes. A senior member of staff visits all prospective residents, either in hospital or at home to assess their needs before they move into Saxlingham Hall. They and their relatives have sufficient information to be able to decide if it is the right place for them. Relatives and other people who support potential residents are involved as much as possible as they know them best and can give useful information. Prospective residents are able to visit the home for a few hours, or even longer and meet staff to help them choose the best home.

The care plans are based on initial assessments of need and explain what staff need to do to make sure that everything relating to people's health, personal and social care needs are met. The AQAA tells us that the home has introduced a new audit trail to ensure that regular reviews of care are undertaken. The AQAA also tells us that the staff have undertaken palliative care training which has enhanced their approach to end of life care. Risk assessments are carried out for those at risk of falls.

The AQAA tell us that the menu planning has been reviewed and as a result provides the residents with more choice in the selection of their meals; the residents tell us that they like the food that they are offered.

Staff make sure they maintain dignity and privacy for residents and encourage them to make choices and decisions about their daily lives.

Relatives told us that they are contacted as soon as possible after any incident and are informed of any accidents or injuries to their relative. The service dealt well with all the appropriate authorities following a fire at the premises in April 2009 and have continued to keep us updated and have recently advised us of the result of the coroners inquest. The manager lets us know about things that have happened since our last Key Inspection, she has shown that she manages issues well and knows what needs to be done to further improve the service provided. The home has not received any complaints since our last visit; they do have a clear complaints procedure in place that indicates to staff the importance of protecting the residents.

There is a good quality assurance system in place and the AQAA acknowledges that this could further be improved.

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 carry out a Key Inspection according to the Commissions procedures.

However, we can inspect 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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