

Annual service review

Name of Service: Burnside Court Care Home

The quality rating for this care home is: three star excellent service

The rating was made on: 1 3 1 1 2 0 0 7

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:

Michelle Finniar

Date of this annual service review:

0 4 1 1 2 0 0 9

Information about the service

Address of service:	Burnside Court Care Home 104-106 Torquay Road Paignton Devon TQ3 2AA
Telephone number:	01803551342
Fax number:	01803551342
Email address:	burnsidecourt@btconnect.com
Provider web address:	www.burnsidecourt.co.uk

Name of registered provider(s):	ABC Care Home Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	21	0
old age, not falling within any other category	0	21
Conditions of registration:		
The maximum number of service users who can be accommodated is	21	
The registered person may provide the following category of service only: Care home only - Code PC to service users of either gender whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category (Code OP) Dementia (Code DE)		
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes	
If yes, what have they been:	None	

Date of last key inspection:	1	3	1	1	2	0	0	7
Date of last annual service review (if applicable):								

Brief description of the service
Burnside Court is a large, three storey, detached property built in 1892, and situated on the level within a quarter of a mile of Paignton town centre, which has been adapted to provide personal care. Local facilities include the library, which is about 100 yards away, the park, and many shops, restaurants and public houses. The main post office is also only a short distance away. The bus service passes the door with a bus

stop close by.

The home is registered to provide long term care for 21 elderly people who may also have a degree of mental and/or physical infirmity. There are 19 single bedrooms and one double bedroom, all having en-suite facilities. These are spread over three floors that can be reached by stairs or a passenger lift. The home is comfortably furnished and attractively decorated and there are communal spaces on the ground and lower ground floors.

The home is entered either at the front off the main Torquay Road or from the rear where there are several parking spaces. At the front of the building there are very pleasant garden with seating for people who live in the home, and their visitors, to use in good weather. The home has won the 'Torbay in Bloom' on many occasions for the way it presents the front garden.

Fees are displayed in the Statement of Purpose and commence from #350 per week.

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

What did we do for this annual service review?

To complete this inspection we looked at the information we have received about the home in the last year, including any notifications of incidents at the home, which are a legal requirement;

We asked the home manager to complete an Annual Quality Assurance Assessment or AQAA giving us information about how the home is run and what changes have been made since we last visited;

We looked at previous Inspection reports, including the report of the Random Inspection carried out in January 2009;

We sent questionnaires to the people who live and work at the home to gain their perspective on what the home is like;

and we looked at the way the home has managed any concerns or complaints about the service.

What has this told us about the service?

The home sent us their AQAA when we asked for it, and it gave us most of the information we needed. We called the manager for clarification on a couple of issues.

The Information we have received leads us to believe that the home still continues to provide excellent outcomes for the people who live there.

The home last had a Key Inspection in November 2007 when it was rated as Excellent. In November 2008 we carried out an Annual service review which did not give us enough information to judge whether the home was still providing excellent outcomes for people. So in January 2009 we carried out a random Inspection. This is a shorter unannounced inspection, where we spoke to the manager and toured the home; we spoke to people living there and staff on duty. We could see on this visit that the home appeared to be being run well. Following this inspection we made two requirements - that the home protect and secure a heater, and another that the home manage an area of infection control better. We also made a recommendation that staff undertake training in protection of vulnerable adults and the Mental Capacity Act. The full report from the Inspection is available on request.

The home have told us that since their last inspection they have increased the amount of training for staff, including first aid, moving and handling, palliative care and Dementia; decorated the hallways and repainted all bedroom doors; increased the number of staff employed; improved the layout of the care plans; developed working better with the dietitians and speech and language therapists; improved the menus and undertaken nutritional training; decorated many of the bedrooms; and purchased two new televisions for the lounges.

They have also told us they plan to plan to improve signage of individual rooms; install

a loop system for people with hearing impairments; improve people's access to information about the home; improve the systems for monitoring weights and nutrition; include families more in activities; provide memory boxes for people living at the home; ensure all staff have completed protection of vulnerable adults and Mental capacity Act training; extend the lower ground floor lounge and toilet; purchase new bedding; improve accessibility of the front garden; increase the number of staff meetings; and improve the health and safety records.

The home have told us that they have not received any complaints in the last year. One concern was raised which related to a person who was found to have bruising on admission to hospital. This was fully investigated and found to have been the result of falls, so was not an ongoing concern.

They also told us that three people had pressure ulcers. This was explored with the manager who confirmed that appropriate care had been provided by district nursing staff to manage these and that in one instance the person had not developed the ulcer at the home, but had been discharged to the home from hospital with the ulcer, which the home then resolved.

People who live at the home or their relatives they received the care that they needed. People said it was

"a home away from home",

"Warm atmosphere, comfortable, caring staff, good humoured care"

and "Nothing could be better".

Staff who completed questionnaires said:

"The staff all communicate well. the residents are well looked after"

"Cares for the residents, given fresh home cooked food"

"Take care of the residents and achieves their daily care to the best of their capabilities"

"It provides a high standard of care for each resident"

Some staff felt that not all of the staff were very reliable and this created difficulties with staffing the home.

A visiting professional said "Burnside Court is a busy care home and staff care for often challenging residents with complex needs (eg behaviours related to dementia) Care does seem to vary with staff on duty"

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

We will not alter our plans and will do a Key Inspection by 13th November 2010.

However we can inspect the home at any time if we have concerns about the people living there or the way it is being run.

Reader Information

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