

## Annual service review

Name of Service: Majestic Care Home

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

The rating was made on: 2 7 0 6 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:

Wesley Cornwell

Date of this annual service review:

1 5 1 0 2 0 0 9

## Information about the service

Address of service:	192 Queens Promenade Bispham Blackpool Lancashire FY2 9JS
Telephone number:	01253351612
Fax number:	01253351633
Email address:	
Provider web address:	

Name of registered provider(s):	Sunshine Care Homes Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	19

Conditions of registration:
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The registered person may provide the following categories 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 The maximum number of service users who can be accommodated is: 19

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	None
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Date of last key inspection:	2	7	0	6	2	0	0	7
Date of last annual service review (if applicable):								

Brief description of the service
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The Majestic is registered to provide personal care for a maximum of 19 people of either sex whose primary care needs are those of old age. The home is an adapted property, which is situated on the promenade at Bispham and is close to local shops and amenities. The accommodation comprises of 19 single bedrooms, of which 14 have en-suite facilities. There is a large lounge and dining area and also a small sun lounge in which people and their relatives can sit if they wish more privacy. There are sufficient bathing and toilet facilities to meet the needs of the people accommodated. A

stair lift enables people to gain access between the ground and first floor. Various aids are available to assist people in their daily lives.

The home has a Statement of Purpose and Service User Guide providing information about the care provided, the qualifications and experience of the owners and staff and the service that residents can expect if they choose to live at the home. A copy of the Service User Guide and most recent inspection report is available from the manager to help people make an informed choice whether to move into the home.

The range of fees at the home are three hundred and thirty pounds to three hundred and seventy five pounds covering all aspects of care, food and accommodation. Additional charges are made for chiropody and hairdressing. The owner provided this information on 14th October 2009.

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

What did we do for this annual service review?

The last key inspection undertaken for this service was on the 27th June 2007 when it received the quality rating of 2 stars.

The annual service review for The Majestic included the following:

The home was asked to complete an Annual Quality Assurance Assessment (AQAA) by us. The AQAA is a self-assessment and data set, which providers are asked to complete each year and is one of the main ways that we obtain information about how they are meeting the outcomes for people using their service. Completion of the AQAA gives providers the opportunity to tell us about their services and how well they think they are performing. The information given allows us to develop a picture of the service being provided and target our inspection activity.

We sent surveys to people living in the home to ask their views about how well the home is doing. These were not returned within the timescale set for this review to be completed.

What the manager has told us about things that have happened in the home, these are called 'notifications' and are a legal requirement.

Information we had about how the home had managed complaints

We looked at the outcome of the previous key inspection and what people told us about the service they were receiving.

What has this told us about the service?

The manager of the home returned the AQAA to us when we asked for it. The information provided was clear and showed how they were meeting the expectations and outcomes for people. They told us the people in their care are treated with respect and their right to privacy is upheld. They said their care staff team understand that sensitivity to the changing needs of the people in their care is paramount and the personal care being delivered must be flexible. They tell us each person in their care has a comprehensive care plan in place which is reviewed each month with their involvement to ensure the information is up to date and they are happy with the care being delivered.

They say the people in their care are encouraged to live a happy and independent life and their policies reflect this. They have told us they encourage the families and friends of the people in their care to attend in-house entertainment with personal invitations being posted to them. We are told a varied, appealing and wholesome diet is being provided and the personal preferences of people are taken into account with alternative meals being provided.

They have told us their recruitment procedures are robust to ensure the protection of the people in their care. New staff members undertake an in-depth induction

programme to ensure their staff have the knowledge and skills to meet the needs of the people in their care. They say the majority of their staff have completed or are working towards National Vocation Qualifications (NVQ) to ensure the people in their care in safe hands of a well trained team.

Although no surveys were returned by people living in the home when this review took place positive feedback was received from them when the last key inspection took place. The Commission has received no information since the inspection to suggest there has been any deterioration to the level of service being provided.

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 continue to show that they provide a service that achieves positive outcomes for the people who live there.

There has been one complaint received by the Care Quality Commission about a staff member working at the home since the last inspection. This was referred to the local social services department to be looked at through their safeguarding procedures.

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

We will continue to monitor information about The Majestic.

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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