

Annual service review

Name of Service: Claremont Care Home

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

The rating was made on:

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:

Eamonn Kelly

Date of this annual service review:

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Information about the service

Address of service:	6 Lower Northdown Avenue Cliftonville Margate Kent CT9 2NJ
Telephone number:	01843225117
Fax number:	01843220333
Email address:	claremontcarehome@btinternet.com
Provider web address:	

Name of registered provider(s):	Hope Care Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	17	0
old age, not falling within any other category	0	17

Conditions of registration:		
The maximum number of service users to be accommodated is 17.		
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: Old age, not falling within any other category (OP) Dementia (DE)		
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:									
Date of last annual service review (if applicable):									

Brief description of the service
Claremont provides support and personal care for up to seventeen people.
The premises are close to the centre of the town.
There are fifteen single bedrooms and one shared bedroom (currently used as a single

room). Many bedrooms have ensuite facilities. The premises have communal lounges and a dining area.

Residents have access to a garden.

Information about weekly fees and other possible charges may be obtained from the owner/manager. A copy of the guide to the service may also be obtained on request.

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

What did we do for this annual service review?

The Commission looked at the information received or requested since the last key inspection. This included:

1. The annual quality assurance assessment (AQAA) sent to the Commission by the manager. This 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.
2. Information about how the service has managed any complaints.
3. What the service told the Commission about things that have happened in the service (these are called "notifications" and are a legal requirement).
4. The previous key inspection and
5. Relevant information from other organisations.

What has this told us about the service?

The Commission acknowledges receipt of an AQAA that was helpful in this exercise of assessing the level of support provided to residents and in preparing this annual service review.

The last inspection carried out by the Commission took place in April 2008. The report of this inspection contained no requirements.

According to the 2009 AQAA, plans being put into action are, for example:

1. All resident's care plans have been updated. The owner/manager said he believed that residents and their supporters feel confident that they can discuss any issues of concern freely and give honest feedback.
2. The website for the service has been developed.
3. There is an effective system of medication administration including where residents can continue to manage their own taking of medicines.
4. There is an intention to implement the NHS End of Life Care Programme.
5. A new stair lift was installed to provide easier access for residents to the first floor.
6. A smoking facility outside the premises will be provided.
7. Most carers have achieved or are working towards NVQ 2 or 3. Deputy managers are working towards a relevant qualification. Each staff member is said to have formal supervision and a personal development plan.
8. The procedures for gaining feedback and views from residents and their families have been updated by introducing quarterly residents/family/staff meetings. These meetings are said to also act as social events.

The service has, the AQAA claims, a clear policy on equality and diversity and supports residents who have varying abilities and disabilities. The AQAA contained a declaration that all premises safety checks have been carried out and that all associated safety certificates are in place. The AQAA stated that no complaints were received in the last twelve months.

Copies of all relevant policies and procedures are said to be maintained by the service and these are available to members of staff.

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

The most recent inspection was carried out on 29th April 2008.

We are not going to change our inspection plan schedule for the service and will do a key inspection by March 2010.

However an inspection could be carried out at any time if circumstances required this for the safety and well being of residents.

Reader Information

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