

Annual service review

Name of Service: Cedar Grange

The quality rating for this care home is:	two star good service								
The rating was made on:	1	8	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? Yes

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:	Date of this annual service review:								
Gillian Walsh	1	0	0	2	2	0	1	0	

Information about the service

Address of service:	Whitehill Road Holmfield Halifax West Yorkshire HX2 9EU
Telephone number:	01422242368
Fax number:	01422242368
Email address:	
Provider web address:	

Name of registered provider(s):	Mr Stewart Leonard Crabtree, Mrs Susan Linda Crabtree	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65 Over 65	
old age, not falling within any other category	0	15
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	8	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
<p>Cedar Grange is a care home providing personal care for 15 older people. The home is in the Holmfield area of Halifax and can be reached by bus from the town centre. There are shops a short walk away. Prior to the home being converted it was a Vicarage. The home is on two floors. There are eleven single and two double bedrooms. There is a lift to the first floor. There are steps and a ramp to some rooms on the first floor therefore residents who use these rooms need to be fully mobile. Some of the bedrooms have en suite toilets and there are communal toilets within easy reach of all areas of the house. The home has two bathrooms but as only one of these has assisted bathing equipment it is the only one used. The house is surrounded by large gardens which are accessible to residents. There is car parking to the front.</p>



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

What did we do for this 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 and Annual Service Review. We sent an annual quality assurance assessment (AQAA) to 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. We looked at surveys returned to us by people who live at the home, their relatives, and healthcare professionals involved in the home. We looked at any information we have about how the service has managed any complaints. We looked at what the service has told us about things that have happened in the home.

We looked at information from the previous key inspection and any relevant information from other organisations.

What has this told us about the service?

The home did not return their annual quality assurance assessment (AQAA) within the original timescale. The timescale was extended but the manager confirmed at the time of writing this report that the AQAA still had not been returned but that it would be sent to us within the next two days.

It is a legal requirement that the service returns their AQAA when we ask for it and on this occasion the service has failed to meet this requirement.

We have not received any information from the home about any events that may have taken place since May 2009. The home is legally obliged to let us know of significant events such as accidents requiring treatment or deaths of people living at the home. It is possible that there may have not been any reportable events but this is unusual. The manager should check that they are meeting the requirements of regulation 37 of the Care Standards Act and notifying the Commission of events as required.

We have not received any information from other agencies that would cause us concern about the home.

These are some of the things people who responded to our surveys told us:

"It does everything excellent as far as possible"

"Look after us well"

"Real loving care, real nursing ability"

"The manager and staff have always made time if I have any queries"

One staff member returned a survey in which they indicated that they were trained and supported to do their job.

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

At the moment it is our Statutory responsibility to inspect all care service at least once every 3 years and this service is not due to have a key inspection until March 2011. 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. In this instance we need to consider what action we will take due to the failure of the home to provide us with information we have asked for.

Reader Information

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