

Annual service review

Name of Service: Badgers Holt

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

The rating was made on: 2 6 1 1 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

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:

Janette Everitt

Date of this annual service review:

3 0 1 1 2 0 0 9

Information about the service

Address of service:	Butts Ash Lane Hythe Southampton Hampshire SO45 3QY
Telephone number:	02380849310
Fax number:	F/P02380849310
Email address:	badgersadmin@btconnect.com
Provider web address:	www.badgersholtresidential.co.uk

Name of registered provider(s):	Mrs Teresa Rayner
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	25	0
old age, not falling within any other category	0	25

Conditions of registration:

The maximum number of service users who can be accommodated is: 25

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
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If yes, what have they been:

Date of last key inspection:	2	6	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Badgers Holt is a home offering personal care and accommodation to 25 older people, some of whom may have dementia. The home is located in an area known as the Waterside, on the outskirts of a village, which in turn is on the outskirts of the New Forest. Both areas offer attractive scenery, being a mixture of beach, sea and forest. The city of Southampton is accessible by car and public transport. The home was opened in 1986 and consists of a two-storey building although most of the bedrooms are on the ground floor. There are 21 single bedrooms and two shared rooms. Communal accommodation includes three sitting rooms, and a dining room. There is a large garden which is accessible to service users.

The fees are available by contacting the home.

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 have received, or asked for, since the last key inspection or annual service review.

This included. The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA 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.

Surveys returned to us by people using the service and from other people with an interest in the service.

Information we have 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 12 months.

Relevant information from other organisations.

What has this told us about the service?

The service sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the service is still providing an excellent service and that they have identified what further improvements they wish to make.

The home told us that they have made the following changes as a result of listening to people who use the service.

More staff have been employed in the kitchen to enable a wider choice of menu. Extra entertainments in the evening for those residents who wish to participate. Individual transport arrangements are made to support residents who wish to access outside venues. Monthly church services are held within the home and individual arrangements are made to enable all residents to meet their spiritual needs

The improvements are stated as: Implementation of a new medication system which is safer and gives more protection to the service users from medication errors. The home has purchased new activity equipment including jig-saw puzzles specifically designed for people suffering from Dementia. P.A.T the dog now visits the home on a weekly basis. Re-decoration of some of the bedrooms. The kitchen has been refitted with new cupboards and an air conditioning unit. Replacement windows and doors in the lounge. New windows and doors in the staff room area. Long term staff with 90% staff now trained to minimum of N.V.Q level 2.. Investors in People award has been

awarded.

The improvements for the coming year are stated as.

The provider will endeavour to appoint and register a new manager imminently. To continue with staff training and development. To change the format of the care plans so that they are more user friendly for staff and residents.

Surveys from CQC were distributed. Three were received from visiting professionals who said: 'Excellent staff with minimal turnover of carers which gives consistency of care. The owner is very hands on, care deeply about the residents. A very friendly and happy environment and there is always lots going on. They involve my service appropriately and are aware of their limits. No obvious areas of development'. 'The home provides a high level of care both physically and emotionally to its residents. The carers always have good knowledge of the residents current problems and have excellent relationships with their clients. It is always a happy place to be'. 'The home communicates well with the clients and manages challenging behaviour. Good care plans. Medication is always managed appropriately and is well documented. The staff stay working at this home and this must reflect good management. The home contacts the community psychiatric team early if they need advice'.

Three surveys were received from relatives, carers and advocates and indicated that a good service is provided in all areas of care and the environment. Comments made said: 'There is a team of very attentive staff at Badgers Holt who are always willing to help'. 'The proprietor always follows up quickly on any queries that may arise and manages her staff well'. 'The fact that relatives and friends can visit at any time is good'. 'The home is clean and tidy and I understand the standard of the food is good and the tables are laid nicely including fabric serviettes and tablecloths. 'The standard of care is good'. 'More activities are being arranged currently and this will be good. It would be nice if mother could go out on outings more which she enjoys'. 'The home does most things well'.

Thirteen service user surveys were completed and returned to CQC, some residents were assisted by their relatives to complete these. The comments made on the surveys indicated a high level of satisfaction with the service saying: 'I am very happy with the quality and standards of Badgers Holt. Excellent care staff always willing to help. My mother's clothing is beautifully cared for. The home is homely, cosy and you are always made welcome'. 'One improvement would be in social activity with small group outings and more stimulating activities for those who are mentally able'. 'The home provides me with a safe caring home and staff are helpful and I am quite satisfied with everything'. 'The home provides me with my care needs and staff are angels and take time to listen I could not wish for more'. 'We are quite satisfied with the care given by all the staff and the service provided'. 'We have no complaints and are well informed of any changes and keep us up to date with the care plans'. 'Small, friendly caring home where all staff seem to have a good rapport with residents'. 'A very comfortable home and pleasant to live in'. 'I am quite content at the care home and take advantage of the facilities offered to me'. 'The care and kindness shown to my mother is first class and my family and I would thoroughly recommend Badgers Holt'. 'The home provides me with a happy safe home and all I could ask for I am very happy'. 'Provides a friendly, warm and safe home for my mother'.

Fourteen staff surveys were returned to CQC with comments saying: 'I think Badgers Holt is an excellent home that offers a safe, caring and happy environment for the residents and staff'. 'The home has a good staff training programme and nobody is expected to do anything they are not confident to do. We have good support from management and any problems are resolved as quickly as possible. Residents are encouraged to have their say and are listened to. The management and staff strive to achieve the best for our residents'. 'The proprietor is so dedicated to the well being of the residents and I would not want to work anywhere else'. 'I have worked at Badgers Holt for sixteen years and it is like home. It is run efficiently and all residents' needs are met. The support network between management and staff is excellent and any problems are discussed and resolved'. 'I am proud to be part of Badgers Holt'. 'The staff communicate well with one another and have trusting relationships with the residents and their families and recognises everyone as an individual'. 'Working at Badgers Holt has taught me the difference between being a good carer and being an excellent carer. I work with a team who truly care about the residents'. 'I would like to have more time to talk with residents'. 'A nice friendly home to work in'. 'Residents are cared for by well trained and informed staff. The staff are trained in all aspects of care to enable them to do their job with confidence. It is a great place to work'. 'The management team are always on hand for any issues and are very supportive not only with work related issues but also with personal issues'. 'I enjoy my role as a carer at Badgers Holt and enjoy the training and have achieved the NVQ level 2 and shortly the NVQ level 3'. 'The training is excellent. The home is well kept and very clean. All care staff do a good job'. 'One of the better care homes where staff stay working'. 'The staff believe the residents deserve the best possible lifestyles and options in an environment where they can lead a happy fulfilling life. We strive for residents to maintain their dignity, comfort and respect'. 'We hope to maintain a good quality of life and well being for all residents'.

The AQAA also recorded the service had not received any complaints about it in the last 12 months. The management of the service has shown they have a good understanding of safeguarding issues and are able to work with Adult Services to protect people who use the service.

The service 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 have shown us that their service continues to provide excellent outcomes for the people who use it.

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 do a key inspection by 26th November 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.

Reader Information

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