

Annual service review

Name of Service: Saltmarsh House

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

The rating was made on: 2 9 0 1 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? 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: Ian Craig

Date of this annual service review: 2 7 0 1 2 0 1 0

Information about the service

Address of service:	12 Saltmarsh Lane Hayling Island Hampshire PO11 0JT
Telephone number:	02392462183
Fax number:	
Email address:	karen.morriss-dixon@virgin.net
Provider web address:	

Name of registered provider(s):	Mrs Karen Dixon	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	12	0
mental disorder, excluding learning disability or dementia	12	0
old age, not falling within any other category	0	12

Conditions of registration:		
The maximum number of service users to be accommodated is 12		
The registered person may provide the following category 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 category: Dementia (DE) Mental disorder, excluding learning disability or dementia (MD) Old age, not falling within any other category (OP)		
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:	2	9	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Saltmarsh House is a large detached property situated in a quiet, residential area of Hayling Island. The accommodation comprises of twelve single rooms, of which eight have en-suite facilities. The shared space within the home includes a large lounge, a

conservatory and a dining room. Outside is an attractive well maintained garden to the rear of the house with tables, chairs and umbrellas. To the front of the house is a swimming pool, not currently used by residents.

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 other people have told us about the service.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQQA) when we asked for it. Some of the information given in the AQQA was brief and the sections on staff numbers and qualifications was blank.

We sent surveys to staff and residents to ask their views on the service. These were returned by 9 residents and 8 staff. Some of the residents were given help by a relative to complete the survey. Information contained in the surveys has been used for this report.

Each resident who returned a survey states that they received enough information which helped them to decide if the home was the right place for them to move into. Residents also confirmed that they have been supplied with a copy of the home's terms and conditions of residence.

Residents say that they 'always' receive the care and support they need and that the home 'always' makes arrangements for medical care. Staff say that they are given information about residents' needs. Staff also report that the home is good at meeting the diverse range of residents' care needs.

Residents say that staff are available when needed and staff confirm that there are enough staff to meet residents' needs.

A relative says, 'The care and communication is excellent. They keep us informed of any changes or concerns.'

A resident commented, 'The home looks after all my needs. The staff are always polite, very caring and helpful at all times. The management make sure everything is kept in very good order and keeps a watchful eye on each person's needs.'

Each person who returned a survey says that the home 'always' provides activities that they can take part in. One person commented that the activities provision has improved but that more could be done for those are not as able as others. The AQAA states that the activities have been improved.

Residents say that they 'always' like the meals and comment was made that there is a choice and adequate amounts of fresh fruit and vegetables.

Residents say that they are aware of the home's complaints procedure and that there is someone available to speak to on an informal basis if they are not happy. The AQAA states that no complaints have been made in the last 12 months.

Staff report that they know what to do if someone has concerns about the home.

Staff say that they received an induction when they started work and that this helped prepare them for the job. Staff say that they receive training in meeting health and personal care needs. Staff report that the home attained the Hampshire Care Association care team of the year award. One staff member said, 'The home is a small family run home, many staff members have been there for years bringing a home from home feel to the place.'

The AQAA states that improvements have been made to the environment. Residents report that the home is always clean and fresh. One person said how much he/she likes the decoration.

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 29/01/2011.

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

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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