

Annual service review

Name of Service:	Favorita House
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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
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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:	
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Name of inspector:	Date of this annual service review:
Jo Griffiths	1 4 0 7 2 0 0 9

Information about the service

Address of service:	28 Canterbury Road Herne Bay Kent CT6 5DJ
Telephone number:	01227374166
Fax number:	
Email address:	admin@favorita.co.uk
Provider web address:	

Name of registered provider(s):	Mr Kevin Gordon Post, Mr Peter Post, Mrs Teresa Post
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	16	0
old age, not falling within any other category	0	16

Conditions of registration:

The maximum number of service users to be accommodated is 16

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) , Learning disability (LD)

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:								
Date of last annual service review (if applicable):								

Brief description of the service

Favorita House is registered to provide care for up to 16 older people.

The home is located on the main road into Herne Bay. Local shops and the sea front are all close by and local transport is easily accessible. Although there is on street parking outside the home this is time restricted. There are 14 bedrooms including 2

that are registered for double occupancy but which are currently used as singles. The home is laid out over 2 floors and there are stair lifts available to access the two levels of the upper floor.

Communal facilities include a main lounge, a dining room, a smaller lounge/dining room, and a small conservatory.

The current fees for the service at the time of the visit range from £320.63 to £539.25 per week. Information on the Home's services is detailed in the Statement of Purpose and Service User Guide. The e-mail address of the home is admin@favorita.co.uk, and the web site address is www.favorita.co.uk

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 registered manager sent us the completed AQAA within the required timescale. The AQAA shows that the manager has taken action to address the requirement made at the previous inspection and to make improvements to the service following any feedback from the people that use it. We sent surveys to seven people using the service, four staff members and two health care professionals. We received completed surveys from the seven people using the service.

The manager told us, in the AQAA, about some of the improvements that have been made since our last inspection of the service. This includes the the introduction of a new activities programme and the employment of two activity coordinators. Some areas of the home have been redecorated and staff have completed training in the Mental Capacity Act.

The surveys from people using the service gave positive feedback about the support they receive. They told us that they can make their own decisions and choose how they spend their time. One person said " The residents needs are always put first" and "This is a first class home". The surveys confirmed that most people are aware of the homes complaints procedure, although two people said they were not. Two people said they did not feel they were provided with enough information before they moved to the home, but everyone said they had been able to choose to move in. The meals were highlighted as a positive aspect of the service in several of the surveys.

We reviewed the information we have received about the service since the last inspection and note that there has been a high incidence of falls in the home. We will be contacting the registered manager separately to this Annual Service Review to establish what action is being taken to minimise the risk of falls.

The manager has identified, in the AQAA, one area for further development for the next 12 months in relation to staff training.

The home continues to let us know about things that have happened since our last key inspection, but they need to show us how they manage these issues, such as the high numbers of falls. They generally work well with us and have shown us that their service continues to provide overall good outcomes for the people who use it.

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

We will contact the registered manager to request further information about the management of falls. We are not going to change our inspection plan, and will do a key inspection by 21st July 2010.

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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