

Annual service review

Name of Service: St Christopher`s Residential Home

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

The rating was made on: 2 3 1 0 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:

Lucy Green

Date of this annual service review:

1 3 1 1 2 0 0 9

Information about the service

Address of service:	47/49 Rutland Gardens Hove East Sussex BN3 5PD
Telephone number:	01273327210
Fax number:	01293526991
Email address:	terriehounsome@tiscali.co.uk
Provider web address:	

Name of registered provider(s):	Mr Sandhu, Mrs Theresa Hounsome	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	19

Conditions of registration:								
The maximum number of service users who can be accommodated is:	19							
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)								
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	3	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>St Christopher's Residential Home is a care home providing personal care for up to nineteen (19) older people. The home is situated in a quiet residential area in Hove, within walking distance to the seafront. There are nearby local amenities and access to public transport. There is restricted paid parking available in adjacent streets.</p> <p>Residents' accommodation is provided over three floors in a large property that has been converted from two houses. Stair lifts are provided to ensure that residents can</p>

access all areas of the home. The home is not suitable for wheelchair users. All residents residing above ground floor must be mobile. There are thirteen single rooms with five being provided with en suite facilities. There are two rooms for shared occupancy, of which one has en suite facilities. These rooms are used for single occupancy unless people have chosen to share. There are a number of communal toilet and bathing facilities located throughout the home to meet the needs of residents. The home is furnished to a high standard. Communal areas include a large lounge, dining area, quiet room, conservatory and a paved rear patio area.

Further information about the services provided at the home, including the current range of fees can be found in the home's Statement of Purpose and Service User Guide. Copies of both these documents can be obtained directly from the Provider.

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:

- (1) 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.
- (2) What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.
- (3) The previous key inspection conducted on 23rd October 2008 and the report generated from that visit.
- (4) Any feedback regarding the service since the last inspection.

What has this told us about the service?

The home returned the annual quality assurance assessment (AQAA) when we asked for it. This was completed by the Registered Manager and provided some useful information about the service. It identified some of the areas that have improved in the last twelve months and other areas where further developments are either planned or would benefit the people who use the service.

The last inspection report identified that St Christopher's Residential Home was providing excellent outcomes to the people it supports. Two requirements and three recommendations were made following our last visit. Whilst we know from the discussions with the Inspector at the time of the last inspection and the home's history of compliance that these matters are likely to have been addressed, the AQAA does not provide written confirmation of all the action that has been taken to comply with these outstanding matters and as such we cannot formally deem them met. It may be useful for the service to view the AQAA as a live document and add information and examples throughout the year in order to provide a representative overview of what has happened in the last twelve months.

The home has continued to liaise with the Commission. There have been no reported issues which give rise to any concerns about the way the service is being delivered.

The AQAA details a range of areas where improvements have been made in the last year. These improvements include continuing to develop opportunities for people to take part in meaningful activities and access places of interest outside the home. The home reports that each resident is offered the choice of a daily walk, along with a monthly outing if they choose. Feedback from residents at the last inspection highlighted that they appreciate the freedom and chance to go out. One resident at that time stated "I can do as I like" and another is reported to have said "they can't offer anything more to make my time more enjoyable".

The home also evidences its ongoing programme of maintenance and renewal and has told us that in the last twelve months the kitchen has been completely refurbished a new fire system has been installed.

Staff training is reported to have continued, with in-house refresher courses for core areas such as safeguarding, infection control and health and safety being increased to three times a year. Feedback from residents when we last visited was positive about the people who support them and common comments included that staff are "friendly", "marvellous" and "very polite, I can ask for anything".

The AQAA demonstrates the home's commitment to promoting equality and diversity within the home through the recognition of every person as an individual and respecting their own set of strengths, needs and values.

St Christopher's Residential Home has good systems in place to monitor its own standards of service delivery and to gain feedback from stakeholders. The AQAA provides evidence that the home is proactive in the way it engages with people and uses their ideas and comments to further develop the service.

From the information provided in the AQAA our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make.

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

There will be no change to the inspection plan and we will do a further review of the service by October 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

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