

Annual service review

Name of Service: Atlantis

The quality rating for this care home is:	two star good service								
The rating was made on:	1	6	1	2	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:	Date of this annual service review:								
Helen Tworkowski	0	2	1	2	2	0	0	9	

Information about the service

Address of service:	Polperro Road Polperro Cornwall PL13 2JE
Telephone number:	01503272243
Fax number:	01503273061
Email address:	atlantis.care@btconnect.com
Provider web address:	

Name of registered provider(s):	Mrs Catherine Brailey, Mr Steven Paul Brailey
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Conditions of registration:

Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

dementia	0	10
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mental disorder, excluding learning disability or dementia	0	10
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old age, not falling within any other category	0	10
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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:	1	6	1	2	2	0	0	8
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Date of last annual service review (if applicable):								
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Brief description of the service

Atlantis provides care for twenty older people, ten of whom can be admitted to the home with a dementia or mental disorder. Communal accommodation for the service users with a dementia and or a mental disorder is in a separate locked facility. Atlantis is a large detached house, part of which is a more recent extension. It stands in its own large grounds consisting of lawned areas, orchard with views over the surrounding countryside and distant sea views. Parking is available in the grounds of the home. Garden furniture offering seating and table facilities is available on the level patio area outside the front entrance and the garden is accessible to service users by the way of slopes and steps.

Accommodation is provided on two floors which are connected by stairs and a stair lift. There are sixteen single rooms with six of these being en-suite and two double rooms having en suite facilities. Day care, respite care and meals on wheels are provided within the home, collecting and returning service users to their home for day care. There are three communal lounge areas, one of which can also be used to dine within and one of which is a sun lounge. There is a separate dining room but service users are able to exercise choice and can choose to eat in their own private room.

Fees for the home, as of December 08, were between 357 pounds and 460 pounds, the fee does not include items such as toiletries and chiropody.

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 (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 judgment is that the home is still providing a good service and that they know what further improvements they need to make.

We sent surveys to twenty of the people who live at the home, and twelve of the staff. We received surveys back from four of the people who live at the home, and none from the staff.

Comments from people who live at the home about what the home does well included "Creates a homely atmosphere", "Looks after me very well", and "The home always smells nice people always look well cared for. My mother was looked after very well and the management and staff are always helpful".

The people who live at the home told us that they knew who to speak to if they are not happy and how to make a complaint. The Commission has received no complaints in relation to this service.

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 16th December 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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