

Annual service review

Name of Service: The Koppers

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

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:

Annie Foot

Date of this annual service review:

2 3 0 7 2 0 0 9

Information about the service

Address of service:	The Street Kilmington Axminster Devon EX13 7RJ
Telephone number:	0129732427
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs Vivian Guat Sim Baksh, Mr Sadrudeen Baksh
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Conditions of registration:

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

dementia	24	0
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mental disorder, excluding learning disability or dementia	24	0
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old age, not falling within any other category	0	24
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physical disability	24	0
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Conditions of registration:

The maximum number of service users that can be accommodated is 24.

The registered person may provide the following category of service only: Care home only - Code PC to service users of either gender whose primary care needs on admission to the home are within the following categories: Mental disorder, excluding learning disability or dementia (Code MD) Old age, not falling within any other category (Code OP) Dementia (Code DE) Physical disability (Code PD)

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:

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Date of last annual service review (if applicable):

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Brief description of the service

The Koppers is a detached, converted building in the village of Kilmington.

The home provides accommodation with personal care for up to 24 older people who may also have a physical disability or a mental disorder; typically Alzheimer's Disease or related health difficulties. It is able to cope with a degree of challenging behaviour in a secure environment.

Bedroom accommodation for service users is on the ground and first floors, there are 12 single and 6 double rooms, some of which are ensuite.

There is a stair lift to the first floor. There is a communal lounge and lounge/dining room on the ground floor and a new conservatory extension. There are pleasant gardens and two parking areas.

The range of fees at the time of this inspection is from £450 to £600 per week.

A copy of this inspection report will be made available by the home on request.

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 which took place on 31 July 2008. 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 detailed and gave us all the information we asked for.

We also received 14 completed surveys from people living at the home. Everyone who completed a survey had been assisted by a relative or a friend to complete the forms.

The surveys tell us that people receive sufficient information about the home prior to making a decision to move in. Most people were able to confirm that they had received a written contract from the home.

Many positive comments were received in our surveys about what the home does well. These include: the home, 'gives the impression of being very caring', 'loving care', 'anything I want they get', 'my key worker is very helpful', 'manager and staff very open and friendly; very good care and attention', 'communicates well', 'the staff are kind and do not neglect anyone', 'rapid response and intervention to changes', 'always welcoming'.

There were very few comments about what the home could do better. Those who did make comment requested; 'some form of outside activities in the garden areas when weather conditions allow', 'more trips out', and 'to make sure my relative is always dressed in her own clothes'. Some respondents also requested more regular updates about changes that occur in the home, in particular changes of personnel.

There have been 7 new admissions to the home in the last year. Everyone has a care plan which is regularly reviewed.

The AQAA tells us that as a result of listening to what residents and relatives say, a more varied activities programme needs to be planned. Music and records are now being played in the front sitting room. Activities are offered during in the afternoon. Two residents are registered with the Time for Life Programme offered by Age Concern. This provides mentors for residents to spend time with and assist in furthering their interests both in the home and within the local community.

The home's complaints procedure is displayed in the front entrance and available to residents, relatives and advocates. No complaints have been received in the last year. The management aim to create an open friendly environment and encourage feedback and suggestions from everyone. Everyone responding to our survey say they know who to talk to if they have a concern or wish to make a complaint.

The property is old and requires ongoing regular maintenance and improvement. The AQAA tells us that an improvement plan is in place to upgrade and improve facilities for residents. One survey commented that 'environmental issues were improving'.

The garden benefits from a gardener and a maintenance person is employed to ensure the property and grounds are kept to a high standard. Residents are able to enjoy the extra space in the new conservatory and the view of the garden. In the last year new carpets for communal rooms have been purchased and some of the bedrooms redecorated. 6 more single rooms are now available. A new stair lift has been installed. The owners of the home are qualified psychiatric nurses. The registered manager is supported by a deputy manager who has many years of experience of working with older people and a skilled staff team.

16 permanent care staff are employed at the home . The AQAA confirms the commitment to staff training. 8 have achieved an NVQ level 2 or above in care. 12 others are working toward the award. 1 member of staff is working towards NVQ 4, 8 towards NVQ 3 and 4 towards NVQ 2. During the year 14 care staff have undertaken training in dementia. All new staff receive induction training.

Surveys from people living at the home tell us that staff are usually available when needed and that they listen and act on what is said. Staff are said to be kind and caring.

4 staff have left their employment at the home in the last year.

All policies and procedures in operation at the home were reviewed and updated in the last year.

The home 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 good outcomes for the people who use it.

There is no evidence to indicate that outcomes for people living at the home have changed since the last inspection of the 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 31 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

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