

Annual service review

Name of Service: Pippins

The quality rating for this care home is:	two star good service								
The rating was made on:	0	9	0	3	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:	Date of this annual service review:								
Caroline Rowland-Lapwood	2	7	0	1	2	0	1	0	

Information about the service

Address of service:	Mead Lane Preston Paignton Devon TQ3 2AT
Telephone number:	01803525757
Fax number:	01803525848
Email address:	
Provider web address:	

Name of registered provider(s):	Celia Rosemary Griffiths	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	21
physical disability	0	21

Conditions of registration:		
The maximum number of service users who can be accommodated is 21.		
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: Old age not falling within any other category - (Code OP) Physical disability aged 65 and over on admission - (Code PD(E))		
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:	0	9	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Pippins is an attractive detached property in a residential area of Paignton, on the level for local facilities including the park, the library and the sea front. Residential care is provided for up to 21 elderly people who may be physically frail or disabled. There is a shaft lift, but people who are dependent on a wheelchair should be accommodated on

the ground floor. There is a TV lounge, a sun lounge and a dining room. The 19 bedrooms are all have en suite facilities and two are large enough to accomodate a couple.

The garden is attractive with a fountain and fishpond, a rose garden, raised beds and accessible paths around the house.

Current fees range from 334-471 pounds per week depending on needs.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

Pippins last had an unannounced key inspection on 7th March 2009.

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 judgement is that the home is still providing a good service and that they know what further improvements they need to make. People living in the home always tell us that they are happy there. Many of the comments received were about the management of the home, one person described the manager as "Wonderful", another said "She sorts out any problems, she really is very good". People were pleased with the quality of care provided, some comments included, "They are so very kind" and "I am really happy here".

Some things that have been done as a result of listening to people that live there are; The menus are regularly changed and updated as peoples' preferences or individual requirements change, as is the daily routine of the home to suit individual people. Staff are encouraged to spend as much time as they can talking and listening to people in their own rooms. Many more outings and lunches out with staff members have been arranged throughout the year. Further improvements have also been made including a plan of improvement of the premises which is still under way but should be completed this year. Over the last 12 months a new kitchen has been installed , a new assisted bath has been fitted, refurbishment of the halls stairs and landings. All the old metal windows have been replaced; there is a new front door and porch making the home warmer for people. All this has been done with full consultation with the people living

at the home and their relatives.

The Care Quality Commission has not received any complaints about this service since the last inspection.

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.

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 an inspection by 07/03/2011.

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

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