

Annual service review

Name of Service:	Two Cedars
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The quality rating for this care home is:	three star excellent 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:
Annie Foot	2 3 0 6 2 0 0 9

Information about the service

Address of service:	81 Dunyeats Road Broadstone Poole Dorset BH18 8AF
Telephone number:	01202694942
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs Jean Lillian Williams	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	17
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes	
If yes, what have they been:	None	

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

Brief description of the service
<p>Two Cedars is registered as a care home with the Commission for Social Care Inspection and may accommodate up to 17 older people. It is privately owned and managed by Mrs Williams. Two Cedars was built in 1908 and more recently had an extension built which incorporated further bedrooms and sitting area. The extension is in keeping with the style of the original building. It is close to the village of Broadstone, which has shops, a post office, banks and buses into Poole, Wimborne and Bournemouth. The care home is set well back from the road, in large, mature, well kept gardens which are easily accessible to service users. There is a large patio area accessible through French doors from the lounge. There is ample car parking space. The three-storey house provides accommodation for service users on the ground and first floor. The second floor provides office and private accommodation. There are 17 single en-suite rooms, with adequate communal bathing and toilet facilities strategically placed around the house. The lounge and dining room are spacious. Three</p>

rooms on the first floor have access to a balcony overlooking the garden. A passenger lift is available between the ground and first floors. The service users have an emergency call system and staff are provided 24 hours a day. In June 2007, the fees were #465 per week. Additional expenses included hairdressing and chiropody. See the following website for further guidance on fees and contracts:
[/www.csci.org.uk/about_csci/press_releases/better_advice_for_people_choos.aspx](http://www.csci.org.uk/about_csci/press_releases/better_advice_for_people_choos.aspx)>

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 27 June, 2007.

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 very detailed and gave us all the information we asked for.

The AQAA tells us that the home listens and act on what people living at the home say through talking to residents, holding regular meetings and monitoring feedback received. The home operates at full capacity and a waiting list is held. Six new residents moved into the home during the last year.

The home aims to provide an attractive safe, clean and homely environment to enable residents to maintain their chosen lifestyle with the support of appropriately trained staff.

As a result of listening to residents views, changes to the menu have been made, and activities arranged to suit residents' interests either in a group or on a one- to -one basis. Extra staff have been employed to facilitate the activities programme. The number of residents participating in activities has increased over the year.

There is a complaints procedure in place and complaints are dealt with in a timely manner. No complaints were received during the year.

There is a commitment to uphold equality and diversity within the home, with training offered to staff. Individual care plans have been updated and reorganised during the year. The social aspect of the plan has been more clearly documented to enable the home to provide appropriate opportunities for social interaction and stimulation.

There is a planned maintenance programme to keep the environment up to a high standard. Equipment and furniture is replaced as required. During the last year improvements have included: redecoration of the communal areas of the ground floor, adaptations to improve access both internally and to the garden area and the purchase of 6 new beds. Rooms are routinely redecorated as they become vacant.

The home have achieved IIP accreditation with the involvement of staff and is committed to continuous improvement. The home benefits from stable management and ownership . The ethos of the home is to manage a consistently high service for the benefit of residents providing individuals with the information needed to make informed lifestyle choices.

There are a range of policies and procedures in operation at the home, which are regularly reviewed.

The Registered Manager/Proprietor is supported by a trained and experienced staff team. The management structure has been improved to incorporate the requirements of IIP. All staff receive induction training with ongoing training provided. A number of senior staff have achieved an NVQ level 3 in care. 23 permanent care staff are employed. 18 have achieved an NVQ level 2 in care or above. Staff turnover is low.

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. here is no evidence to indicate that outcomes for people who use the service 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 26 June, 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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