

## Annual service review

Name of Service:	Neville House
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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
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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:
Helen Dempster	1 7 0 7 2 0 0 9

## Information about the service

Address of service:	Neville Street Chadderton Oldham OL9 6LD
Telephone number:	01616275874
Fax number:	
Email address:	nevillehouse@btconnect.com
Provider web address:	

Name of registered provider(s):	Dr Bhima Odedra	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	9	0
old age, not falling within any other category	0	14

Conditions of registration:		
The registered person may provide the following category of service only: Care home only - Code 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 - Code OP - maximum number of 14, Dementia - Code DE - maximum number of 9. The maximum number of service users who can be accommodated is: 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:	No	

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

Brief description of the service
Neville House is a privately owned residential care home for older people. Local amenities such as shops, pubs and a GP practice are close by and bus services run to Oldham centre and surrounding areas.
The front of the home faces to a side road. The rear of the premises has a small car

park and garden area. The property has been extended to provide accommodation in seven single and five shared rooms. Accommodation is available on the ground and first floors and a passenger lift is available. On the ground floor there is a large lounge and a dining room.

Fees in the home range from £350 to £360.

Information about the service can be obtained from the Service User Guide. This is a booklet which provides information about what people can expect from the service. Alternatively, information can be provided by the manager, in-person, or by telephone.

## **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 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 who use the service and 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. The AQAA provided information which told us about how the service was maintaining and improving standards.

The manager stated in the AQAA that the service employs 11 care staff, 9 of whom have the National Vocational Qualification (NVQ) Level 2 or above. Therefore, more than 50% of the care assistants hold the NVQ Level 2 qualification and this level of training is prioritised at the service. The AQAA states that only two staff have left the service in the last 12 months and that temporary or agency workers have not been used at the care home in the last three months. This means that people who use the service receive support from people they know.

We did not receive surveys from any of the people who use the service, but nine of the staff completed surveys. The surveys contained a range of views, most of which were positive. In particular, all nine staff said that they were given up to date information about the needs of people they support, that their employer carried out checks such as the CRB and references before they started work and that their induction covered everything they needed to know to do the job when they started very well (eight) or mostly (one).

Staff were also positive about the training they were provided with and the level of management support. In particular, all nine staff said that they were being given

training that was relevant to their role, helped them to understand and meet the individual needs of people, kept them up to date with new ways of working and which gave them enough information about health care and medication. All nine staff said that their manager gave them support and met with them to discuss how they were working regularly (five), or often (four).

There were numerous comments from staff in surveys about what the service does well. This included, "regular meetings and management support", "all staff are required to do the NVQs", "maintains a high standard of care", "ensuring people are safe", "ensuring the home has high standards of hygiene", "home comforts", "good training", "staff meetings to voice our opinions", "interacts with residents and families well", "residents treated with great respect and dignity", and that the service, "makes everyone feel welcome".

When asked what the home could do better the staff comments were that the service should provide, "a wider choice of meals and a chef available for tea times, and not just breakfast and dinner", "have enough staff on the evening shift", and have, "better activities". Staff did have differing opinions on staffing levels and on the provision of activities. In particular, two of the staff made specific comments about activities being something that the service does well and six of the staff said that there were always enough staff to meet the individual needs of all the people who use the service. The manager needs to explore the issues raised with staff to maintain and improve standards.

In the AQAA, the manager stated that the home had received one complaint in the last 12 months which was investigated and an outcome reached in 28 days. We have not received any complaints about the home. All nine staff who completed surveys said that they knew what to do if someone had concerns about the home.

We have considered all the information and our opinion of the service has not changed. In particular, it was clear from the AQAA that the manager knows what to do to maintain and improve standards.

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

We are not going to change our inspection plan. We will do a key inspection by 2nd July 2010.

We can inspect the service at any time if we have any concerns about the quality of the service or the safety of the people using the service.

## Reader Information

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