

## Annual service review

Name of Service: Park Grove

The quality rating for this care home is: two star good service

The rating was made on: 0 7 0 1 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:

Julie Playfer

Date of this annual service review:

0 4 0 1 2 0 1 0

## Information about the service

Address of service:	2-4 Liverpool Road North Burscough Ormskirk Lancashire L40 7SA
Telephone number:	01704893750
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs Una Banks, Mr Kevin Michael Banks	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	32

Conditions of registration:
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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 The maximum number of Service Users who can be accommodated is: 32

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:	
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Date of last key inspection:	0	7	0	1	2	0	0	9
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
Park Grove provides provides personal care and accommodation for up to 32 older people. The home is located in the small village of Burscough, near to shops, pubs and other village amenities.
The home provides accommodation on two floors and currently single room accommodation is offered, although shared facilities can be made available. Accessible toilets and bathrooms are located on both floors near to bedroom and living rooms.

The communal areas are situated on the ground floor and a passenger lift is available for access to the first floor. The home has ample garden space with garden furniture for the residents to enjoy.

Information about Park Grove can be obtained from the home in the form of a Statement of Purpose and Service Users Guide. Previous inspection reports can be viewed in the home or downloaded free of charge from the Commission's website at [www.cqc.org.uk](http://www.cqc.org.uk)

## 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 we have received, or asked for, since the last key inspection. 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 living in the home. It also gave us some numerical information about the service.

Surveys returned to us by people living in the home and from other people with an interest in the service, such as the staff.

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.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The registered provider sent us their annual quality assurance assessment (AQAA) when we asked for it. It was detailed and gave us all the information we requested. We looked at the information in the AQAA and our judgement is that the home is still providing a good service and they know what further developments they would like to make, to ensure that people continue to experience good outcomes.

The AQAA told us about improvements that have been made in the last year. For example, a new care plan format has been introduced to provide more detailed information about the residents' needs and preferences and more staff time has been allocated to carry out activities. Several improvements have also been made to the premises including the installation of a new call system and locks on bedroom doors.

Ten residents returned a questionnaire. They all gave positive responses and many wrote comments expressing satisfaction with the home. For example one person wrote, "Park Grove is a very good care home, with nice staff" and another person commented, "All aspects of my care are attended to and the staff are considerate and polite at all times".

Eight members of staff also completed and returned a questionnaire. All staff indicated they received training relevant to their role and were well supported by the management team. They were also happy with the level of care provided to the residents. One member of staff commented, "The home employs excellent staff who

give the residents 24 hour care in a safe and homely environment" and another staff member said, "There is good communication in the home to make sure all the residents needs are met".

Emphasis continues to be placed on staff training and the majority of the staff team have achieved an appropriate qualification. This helps the staff to carry out their role effectively. According to information in the AQAA, in house training is held every three months and the home is linked via computer to the LWDP (Lancashire Workforce Development Partnership). The LWDP is a training resource, which enables the registered manager to plan and access future training courses.

Information in the AQAA informed us that thorough recruitment and selection procedures have been used in the employment of new staff, in order to safeguard and protect the people living in the home.

The registered manager has not received any complaints and there have been no complaints about the service sent to the Commission. The residents who completed a questionnaire indicated that knew what to do if they had any concerns about life in the home.

From all the information received we have concluded that the home is well managed and continues to provide good outcomes for the residents.

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

We will continue to monitor information received about the service and will carry out an inspection when required. We can inspect a 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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