

Annual service review

Name of Service: Birchfield Residential Home

The quality rating for this care home is: three star excellent service

The rating was made on: 0 9 1 2 2 0 0 8

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:

Anthony Cliffe

Date of this annual service review:

2 3 1 1 2 0 0 9

Information about the service

Address of service:	9a Gorse Road Blackburn Lancs BB2 6LY
Telephone number:	01254266020
Fax number:	01254266021
Email address:	info@birchfieldcarehome.co.uk
Provider web address:	www.birchfieldcarehome.co.uk

Name of registered provider(s):	Mr Mark Edward Taylor, Mrs Kirsty Taylor	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	24

Conditions of registration:

The registered person may provide the following categories of service only. Care home only - code PC, to people 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 people who can be accommodated is: 24

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	9	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Birchfield is a care home providing 24 hour personal care and accommodation for 24 older people. It is a detached property within its own grounds, with ample parking space. Small local shops, church and facilities are within reasonable walking distance. There are 24 single bedrooms, on ground and first floor level, seven of which are en-suite. There are two lounges, two dining rooms and a number of quiet areas with seating. There are four bathrooms and two showers rooms.

Information about the range of fees for personal care and accommodation can be obtained by contacting the manager or provider directly.

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 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.

What has this told us about the service?

The AQAA was very detailed, giving us the the necessary information we needed to complete an annual service review (ASR). We got very good information from the AQAA. It was very detailed with clear evidence of how the home has improved since the last key inspection. The home has very good routines in place for asking people what they think about living at the home so they can contribute their ideas and make suggestions for improvements. The home sends out quality surveys to people living at the home so they can say what they think about the standard of the service they receive. The home also holds meetings with people living there so they can ask them for their opinions on how they can improve.

The home thinks of creative ways to get important information about people when they move in so they have personal information about their personal preferences of what food they like, hobbies and interests, life experiences, views, choices, needs and wishes so they receive individualised care. An example of how people living at the home were asked about a new porch being built and contributed to the design of this.

As a result of asking people that live at the home what they wanted to change the home has appointed an activities coordinator who is responsible for offering people support to pursue their own hobbies and interests as well as arranging other activities in and outside of the home so people are able to lead full and interesting lifestyles. People are able to say what changes they want so things that are important to them get done. For example changing the menu so salmon is included and cheese removed from the beef cobbler.

The home sees peoples comments as important and as a result of asking them what they thought about the decoration of the home have decided to redecorate all of the

home including peoples' bedrooms so listen to what people want to change.

The AQAA told us that care and support plans of people living at the home have been changed so they include information about their different ethnic, religious, sexual or cultural lifestyle information so the right care can be planned to support their needs. There is a high percentage of staff who hold NVQ level 2 qualifications so the home has well above the expected national average of suitably qualified staff. NVQ level 2 qualifications are nationally recognised qualification in social care. The AQAA tells us that staff receive training in infection control and nutritional care and that the training programme has been changed to include care of older skin and end of life care so staff have the right training to do their jobs.

The AQAA tells us that the home continues to improve in how it gathers important information about the needs of people choosing and then living in the home so the most appropriate care can be planned around the needs of people living at the home. This has been done by the use of a very detailed system for gathering information and the home providing facilities for visiting professionals such as physiotherapists to treat people so the right care and support is arranged for people living at the home and they do not have to wait to receive the treatment they need.

The AQAA tells us that people are put at the centre of their care and are involved in all aspects of decisions and choices about their care, daily routines and lifestyles so person centred care is provided. Improvements have been made in the information provided as the provider had put information about the home onto an audio cassette so blind and partially sighted people have information about the facilities and services available to them.

The surveys returned by people living at the home said they are very happy with the home. They said that they were provided with information that helped them to decide Birchfield was where they wanted to live. They said there was always or usually sufficient staff on duty to provide care and support and that staff listened to them and acted on what they said. Access to health care was said to be always available. People said there were activities arranged they could participate in if they wished and they enjoyed the meals served. The building was described overall as always clean so the home was well managed. Comments received from people were, 'I think everything is done well on the whole. I feel the staff work very hard. I am well looked after here', 'It really cares about the people here and always tries to do their best. The management and staff are always prepared to listen and help with constructive suggestions', 'I know I am lucky to be here. I have looked at other care homes, but none in my opinion are as good as this one'.

Other comments received were, 'I feel that if I am poorly I am looked after very well. I enjoy the trips out that are planned. I feel very safe and secure at Birchfield. I wish I had moved into Birchfield sooner as I feel very safe now and know someone is there to look after me if I am poorly' and 'Excellent care for me with my health needs and loving care staff who make my life here happy and respect my wish that I prefer my own company'. People said improvements could be made in having more staff on duty at the weekend and the heating in the home being on for longer during the day and evening when it is cold. We received a survey form a local doctor who said the home always acted promptly to make sure peoples' health needs were met. A comments received about what the home does well was, ' Know the patients and ask for GP input

appropriately'.

We are always told about important things that have happened in the home since we did our last key inspection. The home is managed in a way that shows it has the interests of the people living there at the centre of what they do. The home sends us information about the welfare of people living there so we have up to date information about the home.

We received no complaints about Birchfield in the last year. They have told us that they had received no complaints. The home told us they had made no safeguarding referrals on the last 12 months and we have received no safeguarding concerns about the home. The safeguarding procedure is how the local council and other agencies involved respond to and manage allegations of abuse against vulnerable adults and children.

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

The Care quality Commission will continue to monitor information about this service and will carry out an inspection when required.

Reader Information

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