

## Annual service review

Name of Service: Dell Field Court

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

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:

Duncan Paterson

Date of this annual service review:

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## Information about the service

Address of service:	1a Etchingam Park Finchley London N3 2DY
Telephone number:	02083718900
Fax number:	02083718950
Email address:	manager.dellfield@fremantletrust.org
Provider web address:	www.fremantletrust.org

Name of registered provider(s):	The Fremantle Trust	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	1
learning disability	0	4
old age, not falling within any other category	0	36

Conditions of registration:		
As agreed on 15/06/2006 one service user, age 60 years, requiring personal care can be accommodated within the home.		
One (1) place for a service user with dementia can be accommodated		
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:									
Date of last annual service review (if applicable):									

Brief description of the service
Dell Field Court is a care home providing care to a maximum of forty people. The home is situated in a residential area close to Ballards Lane in North Finchley. It is within walking distance of public transport, shops and restaurants. The home is owned by Catalyst Housing Association and is one of fifty-five homes managed by The Fremantle Trust. The stated aim of the home is to provide a high standard of care that is tailored to meet the individual needs, taking into account the residents' right to choice

and freedom to pursue their own lifestyle. The home is a large purpose built property over three floors. There are five living units within the home. On the ground floor, unit 1 accommodates 11 older people and unit 2 is for 4 people over the age of 65 who have a learning disability. The second floor comprises of unit 3 for 8 older people and unit 4 for 5 older people who need a short-term rehabilitation facility. The third floor has unit 5, which accommodates 12 older people of Asian origin. The home offers one respite bed. There are therefore three specialist services within the home, one for people with a learning disability, one for rehabilitation and one specifically for Asian people.

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

What did we do for this annual service review?

We analysed the Annual Quality Assurance Assessment (AQQA) form returned to us by the service. We received and read carefully all the returned surveys. There were nine returned surveys from residents, two from health care professionals and three from staff. We reviewed all the notifications provided to us by the home in the past year and we looked at information we had received from other parties such as the local authority. We also looked at any complaints or safeguarding matters that we were aware of.

What has this told us about the service?

The AQQA was clear and provided us with detailed information about the service and the way it plans to develop the service over the coming months. The AQQA was provided when we requested it.

Surveys returned by residents were overall positive with some of the residents expressing great approval of the service they received. The following quote was typical. "I cannot speak too highly of the wonderful care I am receiving." The service provided includes a specific service for Asian elders and we received survey returns from people using this service. Again, the responses were positive. The following is an example. "At this home Asian people are looked after very well. We have the best activities Diwali party."

A common theme amongst people responding to us, when asked how the service could improve, was to state that more activities and outings were wanted. One person stated that an improvement would be to, "have a minibus to go on outings to the temple which we are unable to do at the moment". Three residents and a member of staff mentioned the need for more activities and trips out.

Health care professionals responding to our survey also praised the home. "Caring and committed staff", were mentioned as well as, "a wonderful atmosphere". One person suggested that an improvement would be for "better communication" between the care staff on the floors and the office.

Staff identified positive aspects of the home as being the training provided for staff, the provision of high quality care where residents were, "valued by respecting their choice and dignity". An excellent relationship between staff and residents was also mentioned. Suggestions for improvements included transport for activities, providing staff for activities and recruiting more staff to improve the staff / resident ratios.

The manager and staff are very good about notifying us about events at the home. We receive regular notifications which are detailed and enable us to see how the service has managed issues.

We spoke earlier this year with a social care manager from the local authority who had been to the home as part of a safeguarding response. We were satisfied that the matters had been investigated properly. We have not been informed of any complaints

about 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 we will carry out a key inspection before 7 October 2010. However, we may inspect the home at any time if we have concerns about the way the home is being run or the safety of residents.

## Reader Information

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