

Annual service review

Name of Service: Methodist Homes For The Aged Group

The quality rating for this care home is:	three star excellent service								
The rating was made on:	1	3	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:

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Name of inspector:	Date of this annual service review:								
Grace Tarney	1	1	0	1	2	0	1	0	

Information about the service

Address of service:	Epworth Grange 1 Chirmside Street Bury Lancs BL8 2BX
Telephone number:	01617617500
Fax number:	01617636630
Email address:	home.bry@mna.org.uk
Provider web address:	www.mha.org.uk

Name of registered provider(s):	Methodist Homes for the Aged
Name of registered manager (if applicable)	

Mrs Carole Hope		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	40	0
old age, not falling within any other category	0	40

Conditions of registration:

The Maximum number of service users who can be accommodated is: 40

The registered person may provide the following category of service only: Care home only 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 Dementia: Code DE

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:

Date of last key inspection:	1	3	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service

A national company called Methodist Homes for the Aged owns Epworth Grange. The home is situated near a main road in a residential area approximately one mile from Bury town centre and is close to bus stops and local shops. It is a detached purpose built home set in its own grounds with very pleasant gardens. There is car parking to the front of the building. The home is divided into 5 wings. Elton and Brandlesholme on the ground floor, Seedfield, Walshaw and Ainsworth wings on the first floor. All 40 single bedrooms have an adjoining toilet and sink. A passenger lift provides access to the upper floor. There is a dining room on each wing and each floor is provided with bathrooms and toilets. The home also has a large central lounge and an activities room. There is a garden and patio area to the rear of the home that can easily be reached from a ground floor conservatory. The home is registered to care for people who have residential social care needs. A copy of the latest CSCI inspection report is displayed in the reception area. The weekly charge for accommodation and services is between 421.00 pounds to 526.00. This information was received on the 11th November 2009. Additional charges are made for hairdressing, personal toiletries, private chiropody services, magazines and newspapers.

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 since the last key inspection of January 2009. This included: The annual quality assurance assessment document (AQAA) that was completed and sent to us by the service. The AQAA is a self assessment that focuses on how well outcomes are being met for those people who use the service.

Feedback surveys returned to us from people living in the home.

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 report that showed the home was rated as excellent.

What has this told us about the service?

Management sent us their annual quality assurance assessment in November 2009. The information provided shows how the home is managed, what improvements management have made and their plans for the next 12 months.

Some of the improvements they told us about were:

They have done more work on developing the care plan documentation to ensure that there is good relevant information for the staff at all times. This will ensure that the needs of the residents are more easily identified and promptly acted upon.

They have introduced a broader range of activities and therapies for the residents which includes a full 7 day programme.

The dining experience for the residents has improved following the introduction of new standards of presentation, choice and nutrition.

Great importance continues to be attached to staff training. We were told that 75% of the staff have achieved their NVQ qualification in care. This ensures that the residents are cared for safely and properly.

They continue to improve the environment so that the residents can live in pleasant, safe and comfortable surroundings.

Some of the comments from the resident feedback surveys were:

" They make people feel very welcome". "The staff are excellent, very friendly and caring". "They do everything for my well being". "The home is very clean and the staff are very friendly".

No complaints have been made to us about the home and we have had no cause to visit since the last inspection.

Our judgement is that the staff are still providing an excellent service for the people living at the home.

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

We are not going to change our inspection plan for this service. We will do a key inspection by January 2012.

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

Reader Information

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