

Annual service review

Name of Service: Lucerne House

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

The rating was made on: 1 1 0 2 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:

Judith McGregor-Harper

Date of this annual service review:

1 3 1 0 2 0 0 9

Information about the service

Address of service:	Chudleigh Road Alphington Exeter Devon EX2 8TU
Telephone number:	01392422905
Fax number:	01392424636
Email address:	
Provider web address:	www.barchester.com

Name of registered provider(s):	Barchester Healthcare Homes Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	31
mental disorder, excluding learning disability or dementia	0	31
old age, not falling within any other category	0	31
physical disability	13	0

Conditions of registration:		
The maximum number of service users who can be accommodated is 75.		
The registered person may provide the following category of service only: Care home with Nursing - Code N to service users of either gender whose primary care needs on admission to the home are within the following categories: Dementia - over 65 years of age (DE(E)) - maximum 31 places Mental disorder, excluding learning disability or dementia - over 65 years of age (Code MD(E)) - maximum 31 places Old age, not falling within any other category (Code OP) - maximum 31 places Physical disability (Code PD) - maximum 13 places		
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:	1	1	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service

Lucerne House Care Centre is a purpose-built home which opened in 1995. It provides care, including nursing care and respite stays, for up to 75 people accommodated in three units - Shillingford, Ide and Alphinbrook. The majority of bedrooms are for single occupancy, and all have ensuite facilities. Shillingford provides care for up to 31 people with dementia. Ide provides care for up to 31 people who have needs relating to old age. Alphinbrook provides care for up to 13 younger adults who have physical disabilities. The units share some facilities and services, including a communal reception area. On the ground floor Shillingford, the dementia care unit, is entered via a door with a keypad lock. Here, communal areas are made up of a large lounge with a dining area beyond, and a small lounge. Corridors are wide and long, giving people who like to walk about ample room to do so. Ide, the older persons unit, on the second floor, is accessed by staircase or the lift. Communal space is made up of a lounge and a dining room, with wide and long corridors. Alphinbrook, the younger adults unit, is on both floors. It has communal areas including a bar, lounge, dining room and a private room. Outside the home, there is ample parking and various level-access sitting areas with tables and chairs. Areas for those people who live in Shillingford are secure, for their safety. The home is in the heart of Alphington, with an Anglican church and a pub nearby. It is on bus routes and has its own minibus. Further information about this service, including our reports, can be obtained direct from the home. Current fees range from 527-1253 pounds per week, depending on individuals' care packages, and the room size (particularly if someone wishes to have a double room for single occupancy). Fees include the home's physiotherapy services, but do not include chiropody (12 pounds for the home's chiropodist), personal expenses such as hairdressing or newspapers, and outings.

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. 1. We asked the service to send us their annual quality assurance assessment (AQAA). 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. 2. Some people who live at Lucerne completed surveys telling us about how they view the service provision. 3. Some staff working at Lucerne completed surveys telling us about working at the home. 4. We looked to see if the service has received any complaints, and how complaints were managed. 5. We looked at what the service has told us about things that have happened in the home, these are called 'notifications' and are a legal requirement. 6. We looked at the previous key inspection and the results of any other visits that we have made to the service in the last 12 months. 7. We also looked at relevant information from other organisations and 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. It was clear and gave us all the information we asked for. It demonstrated that both the provider and manager understand what good practise is and how to maintain this for the people who live at Lucerne. The AQAA had a clear vision about any improvements that are needed at the service and how to achieve this. The AQAA gave us information on how the management of the home understands issues relating to diversity and tries to achieve equality and address discrimination. The AQAA reported that 24 out of 39 permanent care workers have achieved the minimum level 2 NVQ award in Care or Health and Social Care. The AQAA told us that the service received 1 complaint in the last 12 months. The manager told us that this complaint was resolved to the satisfaction of the person who raised the complaint. We have not received any complaints about Lucerne directly. We sent surveys to the home to people who live there. 12 surveys were completed and returned. Most surveys were completed either with the assistance of a family member or one of the staff working in the home. All but one person said they had enough information about the home before they moved in. All respondents said that they receive the care, support and medical attention they need. Surveys told us that the home is fresh and clean. Surveys told us that staff listen to people who live at the home and act on what they say. People confirmed that they know whom to approach should they have a concern and that they know how to complain if needed to. Feedback in the surveys about the staff working at the home was positive. One person was reported to comment that at Lucerne there is a 'caring environment with helpful staff'. Survey responses regarding meals at the home was mixed, some people said they enjoy meals, others said they do not. The home's management is advised to reflect upon these outcomes via its own internal quality assurance monitoring processes. One person indicated a desire to go out for trips in the service's mini-bus at weekends but observed that there is not always a driver available to facilitate such. The service should reflect upon this information giving due consideration to activity planning at weekends. We also sent surveys to staff who work at the home. 5 were completed and returned. The tone of all responses was positive.

Staff told us that they know the current needs of people who reside at Lucerne and that there are either 'always' or 'usually' enough staff on duty to meet these needs. Staff also told us that they underwent pre-employment checks to protect people living at the home. Staff also praised training opportunities in the home and told us that they are regularly supervised by managers at the home. We have been kept informed about events at the service through notifications under the Regulation 37 reporting process. We have not made any visits to the home since the last key inspection.

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

We will carry out an unannounced inspection of the service before 11 February 2011.

However, we will inspect the 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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