

Annual service review

Name of Service: Lyndon Eventide Home

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

The rating was made on: 0 9 1 0 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:

Jeffrey Orange

Date of this annual service review:

0 5 1 0 2 0 0 9

Information about the service

Address of service:	2 High Street Sandridge St Albans Hertfordshire AL4 9DH
Telephone number:	01727851050
Fax number:	01727831744
Email address:	
Provider web address:	

Name of registered provider(s):	Salvation Army		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
old age, not falling within any other category	0	32	
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:	0	9	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Lyndon Eventide Care Home is a care home providing personal care and accommodation for 32 older people. The Salvation Army, Social Work Division, owns the home. The home was originally built in the 1880s as the vicarage for Sandridge. It was used during World War II as the Salvation Army Headquarters. Since then it has been used as a residential care home for elderly officers and local older people. In 1997 the home was substantially re-modernised and extended and has recently had further adaptations to provide all single bedroom accommodation. All bedrooms have en suite facilities. There are several pleasant lounges with kitchenettes attached and a communal dining room. The home is run on Christian principles and strong links are maintained with the local parish church. People from other faiths and none are accepted. The service is designed to meet the needs of older people who do not fall into any other category e.g. dementia or physical disability; however care will be provided for service users who may become more dependent, for as long as their</p>

needs can be met with input from the relevant community services. Accessible baths and a lift are fitted, and a minibus is available for outings. The home has a large attractive garden, level access path circles the house and seating is arranged so that the grounds and mature trees can be appreciated. The home is in Sandridge village, with a bus route and nearby village shop. It is within easy access of St Albans and Hatfield Town centres, where there is wide range of facilities, shops and various amenities. The home has a statement of purpose and service user's guide which are provided for people considering Lyndon Eventide as their home. Copies of the latest report by the Care Quality Commission (CQC) are available in the home. Current weekly fees are £564, additional charges apply for hairdressing, newspapers, chiropody and personal toiletries.

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

What did we do for this annual service review?

The last key inspection of Lyndon Residential Home was in October 2008, when it was assessed as providing good care outcomes for the people who live there.

For this review we have looked at any information that we have received since then about the home. Where we have received surveys returned to us by people living or working in the home, these have been taken into account in this review. Any surveys received after the review is completed will be assessed and recorded and used to inform the ongoing regulation of Lyndon residential Home.

Where we have received information from health and social care professionals involved with the home or people who live there, that has been used in undertaking this review. We have also taken account of any notifications sent to us by the home about significant events affecting the home and people who live there.

The home have sent us their annual quality assurance assessment (AQAA). The AQAA is a self-assessment document that focuses on how well care outcomes are being achieved for people who live in Lyndon Residential Home. It also includes some useful statistical information, for example about staff training and complaints.

What has this told us about the service?

The AQAA was reasonably well completed. However it includes some statements which raise concern, for example where it states that 'most' staff have completed mandatory training and suggests that staff supervision may still need improving. All staff must be up to date with mandatory training, which, as the name suggests is the basic training required to ensure that staff have the skills necessary to provide safe and effective care for people living in the home. Staff supervision is also an important way that care staff are supported in their challenging work and should be carried out at least six times a year or more frequently as required. It is however positive that the goal has been set to carry out supervision monthly as this should provide staff with a good level of support when it is achieved.

The AQAA identifies the role of the home's administrator as a strength and also suggests that thought is being given to how the home's activity programme may be improved.

The AQAA also states that it is hoped to involve people living in the home in continuing to develop the home's menus in order to provide more choice for them.

The CQC has not received any complaints about the home since October 2008. The home's AQAA informs us that there have been 3 complaints received, none of which were upheld and none of which were resolved within 28 days. There was said to be one complaint awaiting an outcome when the AQAA was completed on the 17th September 2009.

The current inspection plan for Lyndon Residential Home is for a key inspection to be

carried out by October 2010. This may however be subject to variation in line with national CQC priorities.

At present there does not seem to be an immediate need to revise the assessment of the home made following the last key inspection. However, in order to maintain their current rating, the home should prioritise the improvements identified in their AQAA and should follow up the stated intention to improve the quality assurance tools used to monitor and improve their performance.

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

We will continue to gather and assess information about the home in the period to October 2010 and if that information raises any concerns about the quality of the service or the health, safety and welfare of people living in the home we can carry out an inspection at any time.

Reader Information

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