

Annual service review

Name of Service: Wantage Nursing Home

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

The rating was made on: 1 2 0 9 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:

Delia Styles

Date of this annual service review:

1 3 1 1 2 0 0 9

Information about the service

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| Address of service: | Garston Lane Wantage Oxfordshire OX12 7AR |
| Telephone number: | 08453370445 |
| Fax number: | |
| Email address: | |
| Provider web address: | |

| | | |
|--|-----------------------------------|---------|
| Name of registered provider(s): | Sanctuary Care Ltd | |
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| dementia | 50 | 0 |
| old age, not falling within any other category | 0 | 50 |

| | | |
|---|--|--|
| Conditions of registration: | | |
| The maximum number of service users to be accommodated is 50. | | |
| The registered person may provide the following category/ies of service only: Care home with nursing - (N) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Dementia (DE) Old age, not falling within any other category (OP). | | |
| Have there been any changes in the ownership, management or the service's registration details in the last 12 months? | Yes | |
| If yes, what have they been: | None. The manager is currently in the process of applying to be registered with the Commission. | |

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

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| Brief description of the service |
| Wantage Nursing Home is a new purpose built home operated by Sanctuary Care Ltd. It is located on the same site as Wantage NHS Community Hospital in a residential area in the outskirts of the market town. It is within easy reach of the shops and |

facilities.

The home provides nursing care and accommodation for up to 50 older people.

Residents rooms are on the ground and first floor and all have ensuite facilities. There is a dining room, kitchenette and sitting rooms for communal use on each floor. The building is well designed and spacious and has adapted bathrooms and up to date equipment to assist residents.

There is an attractive enclosed garden at the rear of the home, with patio areas and lawns accessible from the ground floor.

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. 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 people who live here feel their care and support needs are met. It also gave us some numerical information about the service, for example, the number of staff trained to the nationally recognised standard - National Vocational Qualification in Care or Health and Social Care at Level 2 or above.

We have looked at what the service has told us about things that have happened in the home in the past 12 months - these are called 'notifications' that the home has to report to us by law.

The previous report and AQAA for the home were reviewed, and AQAA record of any complaints they have received and how these were dealt with.

We took into account the comments we received in the sample of our questionnaires (surveys) that we sent to residents, visiting health and social care professionals and the homes staff. In September we received 10 completed surveys from residents, 6 from staff, and 2 from health and social care professionals.

We phoned the manager to let her know the kinds of things people had put in their surveys, and discussed with her how the home and provider organisation, Sanctuary Care Ltd, gets people's views and acts on them.

What has this told us about the service?

The home sent us their AQAA when we asked for it. It was clearly written and gave us a satisfactory amount of detailed information we required. It showed us how the home continues to develop and meet the individual needs of people who live here. The AQAA shows that the managers have identified ways in which some things could be improved and how they plan to do this in the year ahead.

Survey comments received were largely positive about the home - the staff, environment and social life. Some of the comments made were - 'The staff give 100 per cent caring and understanding. The food is excellent. The home is very clean and homely'

'(They) provide security and a cheerful environment'

'Provide activities and outings on a regular basis, but does not put pressure on to participate - it is always a choice. Communication is good and in various formats - letters, regular news updates, phone calls and someone is always available to talk with face to face. Residents are always treated with respect and courtesy which is so important'.

'Excellent environment and food, good range of services, including therapists to

provide stimulus on Grove Suite. It has also accepted some patients with complex medical and social needs and managed them excellently. They are always friendly and supportive of patients and their families'.

Some less positive things about the home were the laundry service - 2 people commented that people's personal laundry could be better aired and ironed and that items of clothing do go missing.

Three of the 6 staff complained about the training for new staff - that there is too much reliance on DVDs and not enough practical training for new staff in particular. A resident also made the observation that 'perhaps new staff, in particular the young ones, could be shadowed for a while prior to being left to work alone'.

The staff surveys were very varied in answer to the question about how well they are supported and how often they meet with their manager to discuss how they are working. Also, about how well communication between the staff, manager, and the provider organisation works. Some felt that they needed better handover reports and more staff meetings to improve exchange of information and people's views about their work.

The manager and AQAA tell us that there are regular staff meetings, a low staff turnover and an increasing proportion of care staff who have achieved the NVQ Level 2 qualification, or above (almost 50 per cent, as reported in the AQAA completed in July 2009). However, the manager said our feedback would be used to review and improve where possible.

The manager said that action is being taken to improve the laundry service; new staff always 'shadow' a more experienced staff member, and the company is looking at expanding the programme of 'face to face' training with more links with local training organisations.

The company has its own established system for quality assurance and getting the views of the people who live here. The information available to the Commission indicates that the service continues to provide good outcomes for residents and their advocates and that the home is run in the best interest of the people living here.

The manager and the AQAA tell us that the programme of activities available to residents continues to improve with two dedicated activities workers and access to a minibus so that people can have more opportunities to visit places of interest and be involved in community events. The home continues to develop 'person centred' care with training for staff in new care plans that are 'user friendly'.

Previous inspections and AQAA's indicate that residents and relatives have confidence in the home's complaints procedure. The home stated in its AQAA that since our last inspection it had addressed three complaints, and one safeguarding adults referral was made. The Commission has not received any complaints about the service. The Commission is not aware of any current Local Authority safeguarding adults referrals. The manager of the home told us that she is in the process of applying to the Commission become the registered manager for the service. All registered services must have a registered manager and so it is important that the manager is assessed, approved and registered by us in order to meet the legal requirements as soon as

possible.

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

We are not going to change our inspection plan and will may do a key inspection by 11/11/2010.

However we can 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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