

Annual service review

Name of Service: North Court Residential And Nursing Home

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:

Jenny Elliott

Date of this annual service review:

1 2 0 5 2 0 0 9

Information about the service

Address of service:	Northgate Street Bury St Edmunds Suffolk IP33 1HS
Telephone number:	01284763621
Fax number:	01284725980
Email address:	north.court@fshc.co.uk
Provider web address:	

Name of registered provider(s):	Four Seasons Homes (No 4) Limited (wholly owned subsidiary of Four Seasons Health Care Limited)	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	6	65
old age, not falling within any other category	0	32

Conditions of registration:	
One Place with the category Physical Disability (PD) The home is registered for one place under the category Physical Disability (PD) for the named individual specified in the letter dated 25th November 2003, for the duration of their residence.	
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
North Court is located on the main road leading into the town centre of Bury St. Edmunds. The home was originally purpose built by Suffolk County Council as a home for older people but was sold in 1994 and purchased by the current owners, Four Seasons Health Care Ltd. in December 2000.
The home is set well back from the roadway and accessed by a circular driveway with ample car parking spaces available. There are landscaped gardens to both the front

and rear of the property with appropriate seating areas for service users. The home is registered to provide both nursing and residential care for up to 65 older people. The ground floor is divided into four units. Fern, Primrose, Rose and Heather provide care and accommodation for 33 older people suffering from dementia. The remaining units are sited on the first floor of the home and provide care for 32 frail elderly people who require either nursing or residential care. Bedrooms are usually for single occupation although some are of sufficient size to accommodate couples at their request.

The current fees range from £495 to £714 per week; these fees do not cover hairdressing, newspapers, toiletries or chiropody.

Various local Social Care authorities and Health authorities sponsor residents in this home.

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, or asked for, since the last key inspection.

This included:

The annual quality assurance service assessment (AQAA) that was sent to us by the service. 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.

Information we have about how the service has managed any complaints.

What the service has told us about anything that has happened in the service, these are called notifications and are a legal requirement.

The previous key inspection.

What has this told us about the service?

The home sent us their AQAA when we asked for it. The AQAA provided us with comprehensive information about the service provided by the home. There were clearly identified areas for continued development. The AQAA did not make reference to the requirements made at the last key inspection and information requested about incidents at the home had not been completed. This was supplied following a telephone call.

The home had received a number of letters complimenting staff on the quality of care provided and these had been copied to us for information.

The home is in the process of completing an assessment and evaluation process to further develop the quality of service provided to people with dementia.

We have no record of receiving notifications of any accidents or deaths since the last key inspection. These notifications are a legal requirement and help us to assess how well a service deals with incidents at the home. The manager advised that these had been sent, and this reflects previous practice in the home. The manager said that copies were held at the home, these will be inspected at our next visit.

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

We are not going to review our inspection plan and will carry out a key inspection before the 7th May 2010.

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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