

Annual service review

Name of Service: Aspen Lodge Care 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:

Date of this annual service review:

Wendy Taylor

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Information about the service

Address of service:	Aspen Lodge Care Home Yarborough Road Skegness Lincolnshire PE25 2NX
Telephone number:	01754610320
Fax number:	01754769606
Email address:	aspen.lodge@fshc.co.uk
Provider web address:	

Name of registered provider(s):	Doulton Court Limited
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Conditions of registration:

Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

dementia	0	4
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mental disorder, excluding learning disability or dementia	1	0
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old age, not falling within any other category	0	45
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physical disability	2	0
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Conditions of registration:

Aspen Lodge Care Home is registered to provide personal care and accommodation for service users of both sexes in the following categories: Dementia over 65 years of age DE(E) (4) Mental disorder excluding Learning Disability or Dementia (1) Old age not falling into any other category OP (45) Physical disability PD (1)

The maximum number of service users that may be accommodated at Aspen Lodge Care Home is 52

The one service user in the category MD is on a named basis only.

The two service users in the category PD must be aged 40 years and over.

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	The home inform us that there have been no changes to their registration details in the last twelve months.
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Date of last key inspection:									
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Date of last annual service review (if applicable):

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Brief description of the service

Aspen Lodge Care Home is purpose built and provides personal and nursing care for up to 52 people. The home accommodates people from 40 years of age upwards with various health care needs such as physical disability, dementia and old age.

The home is situated in a residential area one and half miles from the town of Skegness. It is a two-storey building providing 26 single bedrooms and 13 twin bedrooms, of which 6 twin bedrooms are en-suite. Rooms on the first floor are served by a shaft lift and stair lift. There are 4 self-contained bungalows within the grounds, each with bedroom, bathroom, lounge and small kitchen. There are car parking spaces to the front of the home and the home has garden and patio areas.

The home told us that their current fees range from £408:00 to £669:00 per week depending on the person's needs. Services such as hairdressing, chiropody, newspapers, and some activities are extra to the weekly fees. This information, as well as information about the day to day operation of the home, is available from the main office in the 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 of the information that we have received since the last annual service review. This included:

- a) the annual quality assurance assessment, which is a self assessment that tells us how well the service thinks the outcomes are being met for people using the service. It also gave us some numerical information, and some information about policies and procedures.
- b) the previous inspection and annual service review information.
- c) surveys from people who use the service.
- d) what the service has told us about things that have happened there, this is called a 'notification' and is a legal requirement.
- e) information about how the service has managed any complaints or safeguarding adult issues.

What has this told us about the service?

Our last annual service review showed that the home was continuing to provide positive outcomes for people, and it had taken the right actions to address the requirements that we made during our last key inspection visit.

Since the last annual service review the manager has sent us their annual quality assurance assessment. The assessment was completed in detail and gave us all of the information we asked for. It told us all about the things that have improved during the last year. For example, there is a new assessment and care planning format in place, they now have a welcome pack for new people, and after talking to people about what they would like to improve they have bought some new musical activity equipment. They have also made improvements to the way that they check medications records, and the way that staff pass information to each other when they hand over shifts. We know that some bedrooms have been decorated and some carpets replaced in the last year, and there are plans to carry out refurbishment of communal lounges and corridors by the end of 2009.

We received some surveys from people who use the service, and once again they indicate that most people are happy with the service they receive. People said things like 'I think it's caring and looks after people in the best way they can', 'I'm happy here', 'well looked after and I'm well fed - no grumbles', and 'it makes me feel at home, it's my home'. However two comments were made about wanting better quality food and more properly cooked vegetables, and the home needing more staff because they get tired working long hours. We know from information we already have that menus are being updated by the chef and people who live at the home, and we have asked the manager to monitor the staffing levels in the home and keep us informed of any shortfalls.

Record show that seven complaints have been received by the home in the last year, and the manager tells us that five of them have been upheld and actions have been taken by the home to resolve the issues. We also know that two issues have been investigated by the Local Authority Safeguarding Adults team, and the home worked closely with the team to complete all of the recommendations made by them.

Our records show that the manager continues to tell us about all of the things that happen in the home that affect the people who live there, such as when someone has a fall, or when someone needs to go to hospital. She has also told us that they have introduced a handbook with information to help the deputy manager maintain the quality of the service when the manager is not available.

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

The information we have tells us that the service continues to provide positive outcomes for the people who use the service. We are not going to change our inspection plan. The next inspection of the service will be based on the Fees and Frequency Regulations (2007) and the assessment of risk.

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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