

## Annual service review

**Name of Service:** Gotton Manor 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:**

Shelagh Laver

**Date of this annual service review:**

0 7 0 7 2 0 0 9

## Information about the service

|                       |  |
|-----------------------|--|
| Address of service:   | Gotton Manor Care Home<br>West Monkton<br>Taunton<br>Somerset<br>TA2 8LL |
| Telephone number:     | 01823413118  |
| Fax number:           | 01823412943  |
| Email address:        | gotton.manor@fshc.co.uk  |
| Provider web address: |  |

|                                 |   |
|---------------------------------|---|
| Name of registered provider(s): | Grandcross Limited(wholly owned subsidiary of Four Seasons Health Care Ltd) |
|---------------------------------|---|

|  |                                   |         |
|--|-----------------------------------|---------|
| Conditions of registration:                    |                                   |         |
| Category(ies) :                                | Number of places (if applicable): |         |
|  | Under 65                          | Over 65 |
| old age, not falling within any other category | 0                                 | 60      |

|                             |
|-----------------------------|
| Conditions of registration: |
|-----------------------------|

Gotton Manor - Up to 27 places for older persons of either sex , not less than 60 years of age, who require general nursing care.

Gotton Manor - Up to 6 places for personal care, for persons not less than 65 years of age.

The Coach House - Up to 27 places for persons over the age of 65 who require personal care.

|   |     |
|---|-----|
| 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: | There have been no changes in the last twelve months. |
|------------------------------|---|

|   |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|
| Date of last key inspection:                        |  |  |  |  |  |  |  |  |  |
| Date of last annual service review (if applicable): |  |  |  |  |  |  |  |  |  |

|  |
|--|
| Brief description of the service   |
| Gotton Manor Care Home is registered for 60 service users. There are two Gotton Manor and the Coach House. |

Gotton Manor caters for 27 people requiring nursing care and 6 requiring personal care. The Coach House caters for 27 people requiring personal care only. The providers are Four Seasons Health Care Ltd; the Registered Manager is Ms Susan Stephens. There is a registered nurse on duty at all times in Gotton Manor. The home is situated in the countryside, near the village of West Monkton, about 4 miles from the centre of Taunton. There are beautiful grounds that are accessible to service users. A large number of rooms have an open aspect and good views. Both sites share a kitchen and laundry facility. A ramp is available for wheelchair users to enter the sites. Passenger lifts and a stair lift are available to access all areas. There is a call system throughout. Locks are provided to each bedroom door. There is ample communal space available including a choice of lounges in Gotton Manor.

## **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 or annual service review.

This included the Annual Quality Assurance assessment 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.

We looked at information we have about how the service has managed any complaints. We reviewed what the service has told us about things that have happened in the service, these are called notifications and are a legal requirement.

We considered the previous key inspection and the results of any other information that we received in the last twelve months.

What has this told us about the service?

The home keeps us informed of events of importance and up-dates us regularly regarding the people who live in the home. The home sent us their Annual Quality Assurance Assessment when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing a good service and that they know what further improvements they need to make. The AQAA states that there is a stable team of competent caring staff. The home aims to deliver person centred care and considers the promotion of dignity and privacy to be very important.

The home seeks the views of people who live in the home through residents and relatives meeting. There is an annual quality audit and a system for implementing changes requested in the home.

The home continues to improve the environment and facilities available for people. most recently a new hairdressing salon has been installed and changes have been made to the garden to make it more accessible and user friendly. There are raised beds and the home has purchased more chairs and parasols for the summer.

There is a four weekly seasonal menu and meal times have been adjusted. Wine is now available with meals if required.

The home is planning to further improve the activities programme in the coming year and a monthly newsletter has been introduced.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

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 do a key inspection by 1/06/2010 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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