

## Annual service review

**Name of Service:** Branston Court 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:**

Mandy Brassington

**Date of this annual service review:**

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## Information about the service

Address of service:	Branston Road Burton On Trent Staffordshire DE14 3DB
Telephone number:	01283510088
Fax number:	01283565675
Email address:	
Provider web address:	www.bupa.co.uk

Name of registered provider(s):	BUPA Care Homes (CFC Homes) Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	45	0

Conditions of registration:
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The maximum number of service users who can be accommodated is: 45

The registered person may provide the following category of service only: Care Home with Nursing (Code 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) 45

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:

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

**Brief description of the service**

Branston Court is a purpose built Care Home, which offers 24 hour Nursing Care for service users with Dementia Care needs.

Branston Court is set back off Branston Road, Burton-on-Trent. It has close access to public transport and is reasonably close to the main shopping area in Burton

The home consists of single bedrooms with en-suite facilities situated on two floors. Each floor has a spacious lounge and a bright, airy dining area. The ground floor

benefits from a quiet room for use of relatives, which can be used by people who use the service, if accompanied.

On the first floor a previous activities room is a quiet lounge. The philosophy of the home is 'choice', and individual service users make personal choices relating to their day, allowing ample opportunity to join in social activities on a daily basis.

## **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 assessment (AQAA) that was sent to us by the registered person on 12/05/09. The AQAA is a self-assessment tool, which focuses on how well outcomes are being met for people using the service. It also gave us some statistical information about the service.

Surveys were sent to the home to distribute to people who use the service, staff and professionals. We received two surveys from people who use the service. This gave us information about how the service is managed and whether people using the service are satisfied.

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

The previous key inspection report.

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

The quality rating for this service was made during the last key inspection on 10 June 2008.

What has this told us about the service?

The registered person completed and returned the AQAA within the required timescales and it provided some good information about the outcomes for the people using the service.

They told us within the AQAA that they ensure that the views of people who use the service are promoted and incorporated in what they do by conducting an annual customer satisfaction survey, which is carried out by an independent company. An action plan is formulated from responses of relatives and people who use the service. In addition, resident and relatives meetings are held at every three months and they told us they take time to listen to people and their points of view to find out what they want and whether people are happy.

As a result of listening to people there has been improved communication between the service, people who live in the home and their relatives. From observation of mealtimes and how meals can be disturbed, this service encourages "protected mealtimes". This means visitors are asked wherever possible to visit, or telephone before or after meals. Visitors are able to stay during this time but are encouraged away from this communal area.

The AQAA recorded to ensure equality and diversity issues are addressed, the service has developed a guidance book to assist staff in their understanding of different

religious practices. They have identified that the home is situated in a multi cultural area and the staff have respect for different cultures and religions.

To ensure that the service is able to meet people's expectations and needs, an individual personal plan is developed with a detailed assessment of individuals needs, people's wishes and preferences and a comprehensive social history. This plan ensures that the service can support individuals to meet their spiritual and cultural needs.

The AQAA recorded the service has an activities organiser who supports people to be involved in activities of their choosing. The activities organiser spends time with each person to get to know them, and discover their interests and hobbies. They told us that the choice of activities is led by people who use the service, how people are feeling and their response to activities offered. All staff are involved in activities in the home, and where possible additional local outings take place daily, for example going to a local shop or pub. One completed survey recorded, "Musical events are really good, also trips out of greatly appreciated."

They told us that there is a clear and accessible complaints procedure which is displayed within the home and within the Service User Guide. People are encouraged to express any concern they have, and concerns and complaints are dealt with quickly to resolve issues, and acknowledge where improvements can be made. We have received two complaints since our last visit which have been satisfactorily addressed by the service.

To ensure people are safeguarded, staff receive training and support for safeguarding adults, and how to manage any suspected abuse, including how staff within the organisation are protected through their whistle blowing policy. Staff training is also provided in the home to promote staff awareness of how their approach to care can have a significant impact on people, and gives an insight into how it feels to be a resident in a home.

The AQQA recorded that staffing reflects the assessed needs of people who use the service, and staffing is flexible. Staff are encouraged to gain a National Vocational Qualification (NVQ), which means they achieve a recognised qualification through assessment of their actual work.

They told us that the standard of service provided to people is high and their ethos of care is to look after people with complex needs, and support them in achieving a fulfilling an active lifestyle. Since our last visit, as a team they have developed greater understanding of the complex needs of people who use the service, and have developed a greater awareness of the effect on a person of how situations are handled. They recorded that they plan to improve the service and standards of care which includes continuing with the refurbishment of the home, and supporting staff in their respective roles including appropriate training and supervision.

We looked at the information in the AQAA and in the surveys, and our judgment is that the home is still providing a good service and they know what further improvements they have to make.

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 8 June 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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