

Annual service review

Name of Service: Rotherlea

The quality rating for this care home is: 2 stars, good

The rating was made on: 1 4 1 0 2 0 0 9

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: 1 4 1 0 2 0 0 9

Name of inspector: Date of this annual service review:

Ed McLeod 1 9 1 0 2 0 0 9

Information about the service

Address of service:	Dawtrey Road, Petworth, West Sussex, GU28 0EA.
Telephone number:	01798 345940
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Shaw Healthcare Ltd		
Name of registered manager (if applicable):	Mrs Deborah Embleton		
Conditions of registration:			
Category(ies):	Number of places (if applicable):		
	Under 65	Over 65	
Older People (OP)		Up to 70	
Dementia (DE)	Up to 70		
Additional conditions:			
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:	Service now registered for up to 70 service users		

Date of last key inspection:	1	4	1	0	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service:
<p>Rotherlea is a purpose built property offering accommodation and support for older people and people with a dementia. All people using the service have a single room with en suite facilities.</p> <p>The home is arranged in units of ten bedrooms, and each unit has a sitting room and a dining area. All areas of the home are well furnished. There are pleasant gardens that can be used by all the people using the service. The home is close to good transport links and is near to the community facilities in the village of Petworth.</p>

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 (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.
- **Surveys** returned to us by people using the service and from other people with an interest in the service.
- Information we have about how the service has managed any **complaints**.
- 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** and the results of any **other visits** that we have made to the service in the last 12 months.
- Relevant information from **other organisations**.
- What **other people** have told us about the service.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for.

The AQAA tells us that there are now two activity co-ordinators and two unit managers, that the gardens have been further developed, and care plans are being more closely monitored. We are told that a mobile shop and a cinema are now provided, and that staff are being trained in diabetes, nutrition and pressure area care.

We received comments from seven people living in the home. These have told us that they are happy living there, and that they are pleased with the quality of the food they get and activities they are able to do. One person wrote that "I have found the home to be happy and the staff kind and helpful".

Three people living in the home told us that there are not enough staff. For example, one person wrote that there was a need for "more staff at busy times eg between 6 am and 8 am when they are getting people up and in the laundry". Another person said there was a need for "more staff on each unit so it's not left unattended with people calling from two units and no-one there to attend to their needs".

We received comments from six staff working in the home, three of whom told us there were only "sometimes" enough staff to meet the individual needs of all the people who use the service. One member of staff wrote there was a need for more staff on each shift as "a lot of residents need two carers".

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.

Our assessment is that people are happy with the service they are receiving but that there is a need for the service to consider the comments people have made about

staffing numbers and to undertake a review of their staffing levels.

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

We will ask the service to undertake a review of their staffing levels and to advise us of the outcomes of this by 18th December 2009.

We are not going to change our inspection plan, and will do a key inspection by 14th October 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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