

Annual service review

Name of Service: Claremount House Nursing Home

The quality rating for this care home is: two star good service

The rating was made on: 1 2 1 2 2 0 0 8

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:

Gillian Walsh

Date of this annual service review:

2 8 0 1 2 0 1 0

Information about the service

Address of service:	Claremount Road Claremount Halifax West Yorkshire HX3 6AN
Telephone number:	01422331121
Fax number:	01422367289
Email address:	claremount.house@craegmoor.co.uk
Provider web address:	Craegmore.co.uk

Name of registered provider(s):	Park Care Homes (No 2) Ltd
Name of registered manager (if applicable)	

Mr Roy Bennett		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	22
mental disorder, excluding learning disability or dementia	0	22

Conditions of registration:	
Can accommodate a maximum of 2 services users aged 55 to 65 years, category MD and DE.	
Can accommodate one named service user under 65 years of age, category DE.	
Elderly service users over 60 years of age	
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:	1	2	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Claremount House is registered to provide nursing and personal care for up to 22 older people with mental health needs. The establishment is situated in the Claremount

district of Halifax with easy public transport links to the town centre. The establishment is generally well maintained. All bedrooms are single with en-suite facilities and there are spacious communal areas. There is an attractive garden area for people to use and a car park to the rear of the building.

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 service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gives us some numerical information about the service. Results of surveys returned to us by people who live at the home, their relatives, and healthcare professionals involved in the care of people living at the home. 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.

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 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.

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 improvements they plan to make.

We asked the home in the AQAA what they think they do well. These are some of the things they told us:

"We have an in depth, individualised activity programme which has aided a reduction in anxiety and frustrated behaviours"

"Service users are constantly interacting with each other and staff in a positive way, this also being an indicator of wellbeing"

"We provide excellent activities and social therapy, in quantity, quality and relevance"

The home told us that they have made some environmental improvements to improve outcomes for the people who live there.

The home also told us of plans they have to continue to improve the service they provide to people who live at the home. This includes developing a carers group, increasing staff training and doing more to individualise people's own rooms.

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.

These are some of the things people who live at the home who responded to our surveys told us when we asked what the service does well:

"Church Service, music"

"I like the meals, I like my bedroom"

"I just think it does very well for me, I'm very happy here"

None of the people told us of any problems they were having or anything they thought the home could do better.

A healthcare professional said that they were "impressed with the quality and level of help that their service users were receiving"

Staff told us that they generally felt well supported but one person said communication could be improved.

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

At the moment it is our Statutory responsibility to inspect all care service at least once every 3 years. The completion of the Risk assessment and Annual service review has not changed our view of the quality rating of this service therefore, at the moment we are not planning to inspect this service before December 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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