

Annual service review

Name of Service: Beverley Lodge

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

The rating was made on: 2 9 1 0 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:

Mohammad Peerbux

Date of this annual service review:

1 2 1 0 2 0 0 9

Information about the service

Address of service:	122 Grove Road Sutton Surrey SM1 2DD
Telephone number:	02086434128
Fax number:	02086430673
Email address:	zeenatnanji@aol.com
Provider web address:	

Name of registered provider(s):	Mr Nanji,Zeenat Nanji	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	8
old age, not falling within any other category	0	19

Conditions of registration:		
The maximum number of service users who can be accommodated is:	19	
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: Old age, not falling within any other category - Code OP (maximum number of places: 19) Dementia - Code DE (of the following age range: 65 years and over) (maximum number of places: 8)		
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:	2	9	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Beverley Lodge is a residential care home for older people providing nursing care. The home is close to local amenities and public transport systems. Beverly Lodge is a large, detached, domestic style house. The home has a single large lounge, which is also used as a dining area. This area was extended previously. The home has the usual

facilities including toilets, bathrooms/ showers, laundry, sluice, kitchen and office. There is also a lift. There is large garden to the rear and off street parking facilities to the front. The garden can be accessed by wheelchair users via a ramp. The home is well maintained and has a friendly atmosphere.

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.
- 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.
- A visit to the service.

What has this told us about the service?

The service 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 further improvements they need to make.

According to the AQAA the service ensures that people who use the service receive quality care. All staff are trained and there is very little staff turn over. The service has good communication with people, visitors, staff and visiting professionals. They also ensure people are seen by the appropriate professionals e.g. GP, Physiotherapists, Bereavement etc. Staff are aware of the aims and objectives of the home.

People living in the home tell us that they are happy there. They are particularly pleased with the quality of care they get and the general management of the home.

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 28/10/10. 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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