

Annual service review

Name of Service: Parkside Lodge

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

The rating was made on: 0 4 0 8 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:

Annie Taggart

Date of this annual service review:

0 3 0 8 2 0 0 9

Information about the service

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|-----------------------|--|
| Address of service: | 28 Wykeham Road Worthing West Sussex BN11 4JF |
| Telephone number: | 01903235393 |
| Fax number: | |
| Email address: | parksidelodge@btconnect.com |
| Provider web address: | |

| | | |
|--|-----------------------------------|---------|
| Name of registered provider(s): | Zeenat Nanji, Salim Nanji | |
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| old age, not falling within any other category | 0 | 20 |

| | | | | | | | | |
|--|----|--|--|--|--|--|--|--|
| Conditions of registration: | | | | | | | | |
| The maximum number of service users to be accommodated is 20 | | | | | | | | |
| The registered person may provide the following category of service only: Care home only (PC) to service users of the following gender; Either whose primary care needs on admission to the home are within the following category : Old age, not falling within any other category (OP) | | | | | | | | |
| 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: | 0 | 4 | 0 | 8 | 2 | 0 | 0 | 8 |
| Date of last annual service review (if applicable): | | | | | | | | |

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| Brief description of the service |
| Parkside Lodge is a residential establishment providing accommodation and personal care for older people over the age of 65. The home is a large detached house in the centre of Worthing, close to Victoria Park and approximately one mile from the town centre. The building comprises of three storeys set in its own grounds, with an enclosed garden and car parking spaces for visitors. It has nineteen bedrooms, three of which can be used as doubles, providing the overall number of residents does not |

exceed twenty. There are two lounges and a dining area for communal use. A passenger lift facilitates access to all floors.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at 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 from the service. The AQAA is a self assessment that focuses on how well outcomes are being met for the people using the service.

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

What the service has told us about the things that have happened in the home, these are called 'notifications'.

Surveys from service users, staff and other people involved in the home.

The last key inspection report.

What has this told us about the service?

This Annual Service Review (ASR) was carried out on the 03/08/2009 and from the information we have received we have not changed our opinion about the quality of care currently being provided by the home.

At the last key inspection visit, carried out on 04/08/2008 we found that people had their needs and wishes assessed and recorded and this was translated into a plan of care that was being kept under regular review. Service users had access to good healthcare support, they had a choice of activities and food and they told us that they were happy living in the home.

The AQAA was returned within the given timescales and gave us clear and comprehensive information about the services being provided in the home. In the AQAA we are told that people have their needs assessed and that the ethos of the home is to assist people with rehabilitation and more independence. We are told that care plans are flexible to meet people's individual needs and wishes, people have the aids and adaptations they need and an example given of this was how the home was supporting people with visual impairment. The home is working well with other healthcare professionals and in a returned survey from a healthcare professional, the home was described as 'very caring'.

We are told that people have a wide variety of activities and outing on offer and also have a choice of menu each day. The environment is safe and clean and there is an ongoing programme of redecoration and refurbishment under way.

The AQAA tells us that there are sufficient staff with the skills and experience to safely care for service users and that 60% of the staff team have NVQ at level 2 or above and two people are working towards level 3.

Complaints and concerns are recorded and investigated and we are told that two formal complaints have been addressed and that one referral was made by the home to the West Sussex Safeguarding team.

We received seven service user and five staff surveys, all making positive comments about the home, examples of these are, from a staff member, ' every home could do better but this home seems to be the best one I have worked in with lots of one to one care'. From service users, ' I have been here for three years, it was not easy to give up my home but I could not have made a better choice, it is home from home, it is warm and comfortable, good food, very clean and we are very well cared for', and from another person, ' the home does well by treating us as one happy family, by creating a friendly atmosphere and also by involving us in any decisions and asking our views'.

The home works well with us and continues to let us know things that have happened since the last key inspection and they have shown us that they manage issues well. They work well with us and have shown us that the 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 carry out a key inspection by 04/08/2010

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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