

Annual service review

Name of Service:	Appleby Court Nursing Home
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The quality rating for this care home is:	two star good service								
The rating was made on:	0	6	0	3	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
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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:									
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Name of inspector:	Date of this annual service review:								
Jeanette Fielding	1	2	0	3	2	0	1	0	

Information about the service

Address of service:	173 Roughwood Drive Kirkby Merseyside L33 8YR
Telephone number:	01515486267
Fax number:	01515486697
Email address:	applebycourt@btconnect.com
Provider web address:	

Name of registered provider(s):	Regal Care (Liverpool) Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	60
physical disability	8	0
Conditions of registration:		
The registered person may provide the following category/ies 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: 60) Physical disability - Code PD (maximum number of places: 8) The maximum number of service users who can be accommodated is: 60		
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	6	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Appleby Court is a care home that provides nursing and personal care. The home is registered for sixty residents. The registered manager is Mrs Irene McLaughlin and the responsible person is Mr Mike Donegan. The main centre of Kirby is ten minutes away from the home. The home is purpose built on two storeys and provides a passenger lift to the second floor. There are fifty six single rooms, two double rooms and twenty one

rooms providing ensuite facilities. There is communal space on each floor. There are gardens for the residents to enjoy which are accessed from the ground floor dining room. Parking is available to the front and rear of the home and there are main travel routes by bus that provide access to the area in which the home is located.

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

What did we do for this annual service review?

We looked at the 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 use 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 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 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 extremely detailed and gave us all the information we asked for.

We looked at the information in the AQAA and our judgment is that the home is still providing and quality service and they know what further improvements they intend to make. The home has produced a detailed Statement of Purpose and Service User Guide and these, together with the home's brochure, provide current and prospective service users with full information regarding the facilities and services provided by the home. Information is also given regarding additional costs that service users may incur such as hairdressing and newspapers.

Comprehensive assessments are undertaken on all prospective service users to identify their individual needs and any equipment necessary. The information gathered at this assessment, together with a further assessment on admission to the home, provide sufficient information for care plans to be prepared. The care plans are individual to each service user and include information for staff regarding the care required and how it is to be given. Details regarding individual preferences are also recorded. Medications are dealt with in accordance with the home's policy and procedure and audits ensure that medications are administered safely and recorded accurately. The home is currently working to wards the Gold Standard Framework which has provided staff with

training and greater insight into the care of the service users.

The home employs an activities co-ordinator who arranges and provides activities and social stimulation for service users. Service users are supported to continue with existing hobbies and activities and are also given the opportunity to participate in new ones. Trips out are arranged on a regular basis and service users are supported to take holidays where this is appropriate. A programme of activities is prepared and service users are involved with the planning of events. Links have been developed with local schools and service users are invited to plays and concerts. The children from the school also visit the home and provide events for service users. Party afternoons are held and relatives are welcome to participate. A monthly magazine is prepared to keep service users and their relatives up to date. Photographs of events that have taken place are displayed in the foyer of the home. Service users are offered a choice of meals. New service users are requested to complete a menu questionnaire and to meet with the head cook to discuss individual needs and preferences. Special diets are catered for. Spiritual needs are met and ministers visit the home on a regular basis. Service users are supported to attend services.

The home has a robust complaints procedure which is detailed in the Statement of Purpose, displayed in the foyer and provided in each service users bedroom. A low number of complaints have been received by the home in the last twelve months.

The home provides four lounges on two floors within the home. Service users are free to choose where they spend their day. Since the last inspection, the ground floor corridor has been redecorated and a new carpet fitted. New, wider, front doors have been fitted to give ease of access to wheelchair users. Two new shower rooms and a Parker bath have been provided to provide additional assistance to service users and to offer greater choice. The lounge on the first floor has been redecorated and some of the dining room furniture has been improved. A detailed programme of redecoration of service users bedrooms, and communal areas, has been prepared and work continues to provide service users with a bright and pleasant home in which to live.

The home has a strict recruitment procedure and all prospective staff are fully vetted prior to commencing work at the home to ensure that service users are protected. A full induction training programme is given and training is given to all staff on a regular basis to improve their knowledge and understanding. At present, 88% of the care staff hold NVQ qualifications and housekeeping staff are encouraged to undertake NVQ training. Formal supervision is given to all staff and qualified nurses continue to undertake training appropriate to the needs of the service users.

The manager is a qualified nurse who is an experienced manager. She has continued to increase her Knowledge through training and has achieved NVQ in management at level 4.

A service users forum has been established to enable service users to make suggestions regarding the home and their lifestyle and to provide a forum for the dissemination of information. Minutes of service users meetings are detailed in the Statement of Purpose. Questionnaires are issued to service users on a regular basis to enable them to comment on the home and any other issues that they wish. A suggestion box has been placed in the foyer to enable relatives and visitors to make comments or suggestions regarding the home.

A good response was received to the questionnaires that were sent by CQC. The comments from both staff and service users were extremely positive. Service users all said that they were happy at the home and that the staff were kind and caring. Staff commented that they were very happy working at the home and took pride in providing a high level of care and support to the service users.

The continues to let CQC know about things that have happened since the 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 quality 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 an inspection when required.

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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