

## Annual service review

Name of Service: Aden Lodge Nursing Home

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

The rating was made on:

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:

Karen Summers

Date of this annual service review:

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## Information about the service

Address of service:	Long Lane Clayton West Huddersfield West Yorkshire HD8 9PR
Telephone number:	01484866602
Fax number:	01484863749
Email address:	
Provider web address:	

Name of registered provider(s):	Aden House Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	40

Conditions of registration:
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The maximum number of service users who can be accommodated is: 40

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.

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:									
Date of last annual service review (if applicable):									

**Brief description of the service**

Aden Lodge provides nursing care and accommodation for up to forty elderly people. It is a purpose built brick home adjacent to its larger sister home, Aden House. The home provides single room accommodation with en-suite facilities. There is a garden area for people to sit out in the warmer months of the year. The home is centrally located for Barnsley, Huddersfield and Wakefield with the villages of Clayton West and Scissett providing all local amenities within a few minutes walk. There is a bus stop outside the

home.

Information about the home and the services provided are available from the home in the Statement of Purpose and Service User Guide.

## 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.

14 surveys (out of 25 sent out) returned to us by people using the service and from other people with an interest in the service.

What the service has told us about things that have happened in the service.

The previous key inspection.

Relevant information from other organisations.

What has this told us about the service?

Date of last inspection: 23rd January 2008

The home sent us their annual quality assurance assessment (AQAA). It was clear and gave us all the information we asked for. Our judgement is that the home is still providing a good service and that they know what further improvements they need to make.

We received comments from three surveys from people living in the home, and they tell us that they receive the care and support that they need and that staff are available when they need them.

All three people said that they either always or usually liked the meals at the home and that they were offered variety and choice. One person said that they liked everything at the home, especially the meals. "The staff are excellent."

Two people said that the activities the home arranges they can take part in if they want, and one person said that they sometimes took part in the activities that the

home arranged.

When asked what the home does well people made the comments' "It has a friendly atmosphere created by the staff." "Very welcoming and supportive to residents' visitors."

When asked what the home could do better, one person said, 'Nothing really."

As a result of listening to people the service have made changes to the menu and now offer a healthy option. They have also become a member of the National Association of Providers of Activities for Older People (NAPA), and have introduced more activities and a programme to include regular fitness and pamper days. The content of the programme is also reviewed regularly at residents meetings to ensure that they are meeting people's needs.

In the interest of peoples privacy and dignity 'Do not disturb' signs have been provided for the door handles of peoples rooms, and four staff are registered as dignity champions.

Five relatives/ advocates replied to the surveys. Without exception they said that the care service meets the needs of their relative/ friend, they receive the care and support that was agreed, and that the service support people to live the life they choose.

Comments from these people regarding what the service does well include: "It provides a far as possible, a relaxed and homely environment for the residents. The staff work as a friendly and efficient team, with good rapport between themselves, the residents and visitors. An 'open door' policy operates and as a visitor I appreciate being able to visit wherever I choose." "My father is full of praise for the staff and the care he receives." "I consider myself lucky to have found a place like Aiden Lodge."

We received six surveys from staff. Without exception they said that they receive support from the manager and that she met with them regularly to discuss how they are working. When asked what does the home do well, comments include, "Aden Lodge is very welcoming and we care for our residents and staff alike." "Everyone has a good choice of food." "Provide first class care."

When asked what the home could do better. One person said, "Nothing, the home runs very well."

The service has received three complaints in the last year and all of them were resolved within 28 days.

People using the service said that there was someone who they could speak to informally if they were not happy and that they knew how to make a formal complaint.

The home referred three incidents themselves to the local authority as safeguarding alerts, one of which was investigated and resolved.

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 have also 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?

The completion of the Annual Service Review has not changed our view of the quality rating of this service therefore we are not planning to inspect this service before 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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