

Annual service review

Name of Service: Adelaide House Nursing Home

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

The rating was made on: 1 5 0 9 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:

Beth Tye

Date of this annual service review:

2 4 0 8 2 0 0 9

Information about the service

Address of service:	13 Oathall Road Haywards Heath W Sussex RH163EG
Telephone number:	01444441244
Fax number:	01444417981
Email address:	adelaide@ashtonhealthcare.co.uk
Provider web address:	

Name of registered provider(s):	Adelaide Healthcare 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
physical disability	40	0
Conditions of registration:		
The maximum number of service users to be accommodated is 40.		
The registered person may provide the following category/ies of service only: Care home with nursing - (N) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Physical disability (PD) 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?	Yes	
If yes, what have they been:	There have been no changes to registration in the past 12 months.	

Date of last key inspection:	1	5	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Adelaide House is a care home registered to provide personal and nursing care for forty older people.
Adelaide House is a large detached house situated in a residential area close to the town centre of Haywards Heath. There are shops, a train station and other amenities

close by.

Accommodation is provided on three levels, the garden suite, ground and first floors. There are twenty-six single and seven double bedrooms. Twenty-three rooms have en-suite facilities and ten rooms have washbasins. All rooms are accessible by passenger lift.

There is a large lounge, dining area and conservatory on the ground floor. There is a garden that is accessible and parking space at the front of the building.

The responsible individual for the service is Mrs Linda Boereboom and the registered manager is Mr Biju Philip.

The current fees are from 555 pounds to 750 pounds per week

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.

Surveys returned to us by people using the service and from other people with an interest in 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 organizations.

What other people have told us about the service.

What has this told us about the service?

They sent us their annual quality assurance assessment (AQAA). It was clear they gave us all the information we asked for.

We looked at the information in the AQAA and our judgement is that they are still providing a good service and they know what further improvements to make. The AQAA said:

The improvements we have made to the serve are as follows:

The conservatory/lounge has been refurnished and repainted

We have bought new chairs for the lounge

As requested by the residents, their rooms have been redecorated

We have increased our activity co-ordinator hours

We have replaced bedroom carpets

We now send out a newsletter to residents and their relatives every three months.

The home has a service user guide and statement of purpose that is available to all prospective residents and their relatives at the preadmission assessment stage and once again when they come to the home. We always make sure that the terms and conditions of residency is given verbally and in writing.

All our staff are appropriately trained to meet the needs of the residents and where necessary extra training is provided. The staff team is multi cultural and aware of the need to consider special requirements of ethnic minorities.

All residents have their own care plan and are allocated staff to care for them on a daily basis. Our care plans are reviewed monthly and staff are trained to report any change in the residents condition. We have a mix of trained staff and care staff on duty who are supported by ancillary workers. They are aware of the need to communicate thoroughly and to monitor residents through records keeping and information exchange at hand overs.

We take steps to ensure that each resident feels like Adelaide House is their home and the residents can make choices about how they live and that the routines that were enjoyed at the home are continued as far as possible.

Relatives are always welcomed and staff offer tea or coffee on arrival. We have no fixed visitors times and there is always someone visiting the home during the day.

There is an activities co-ordinator who arranges trips out and provides daily activities within the home. During the summer she promotes gardening for residents who enjoy helping with tubs and potting. Many residents also participate in sudoko, quizzes and board games. Other female residents also join in with flower arranging for the sitting room and dining room tables.

We do our utmost to ensure the residents needs are met by employing suitably qualified nursing staff who are trained to undertake their duties in a safe and knowledgeable way.

We have a recruitment policy and responsibility for recruitment is undertaken by the Registered Manager, supported by the Administrative Assistant and Director of Operations.

The Commission received eleven surveys back from relatives and residents, four from health professionals and five from staff who work at the home:

Some staff said: 'we provide high standards of nursing care according to the residents needs'

we always maintain high standards of health and safety'

'the home provides a friendly cosy environment'

'the food is excellent'

'residents needs are very well met'

'communication between staff could be improved at times'

Some Health Professionals said:

'care is always good'

'staff who attend reviews are prepared and knowledgeable'

'staff are friendly and attentive to residents needs'

'there are always plenty of staff on duty'

'excellent clinical appraisals are provided'

'a friendly home with happy residents and a good level of care'

Some residents said:

'I always get good care and attention'

'staff are very kind and helpful'

'the food is very good'

'I always enjoy the entertainment and activities'

'the house is very clean'

'I am well looked after'

'the level of care provided is always excellent'

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 31st August 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

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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