

Annual service review

Name of Service: Greenways Nursing Home

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

The rating was made on: 2 9 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:

David Banner

Date of this annual service review:

2 1 0 9 2 0 0 9

Information about the service

Address of service:	171 Comptons Lane Horsham West Sussex RH13 6BW
Telephone number:	01403259081
Fax number:	01403259086
Email address:	ashtongrpgreen@aol.com
Provider web address:	

Name of registered provider(s):	Greenways Healthcare Sussex Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	31	0

Conditions of registration:

The maximum number of service users to be accommodated is 31.

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: Dementia (DE)

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	The responsible individual has changed in the last 12 months.
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Date of last key inspection:	2	9	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Greenways Nursing Home is a care home registered to provide nursing care for up to 31 elderly people with dementia.
The care home is owned by Greenways Healthcare Sussex Ltd. They have nominated Mrs Linda Boereboom as the responsible individual to represent them and to supervise the management of Greenways Nursing Home. Mr Kamta Fakun has been appointed as the registered manager and is responsible for the day to day running of the care home.

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.

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 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. We received completed surveys from seven people living in the home, six of which had been completed by relatives of their behalf. All continued to be satisfied with the quality of the care provided. One comment was, "Greenways is the best home my brother has been in. The staff are dedicated to look after old people. Nothing is too much trouble, they always welcome visitors and always offer them a tray of tea or coffee." Another person commented, "The love and care given by the staff is tremendous and mother is given genuine care. It is reassuring for me to know that mother is cared for so well." A third person commented, "The residents look well cared for." When asked what the home could do better, one person commented, "The general environment needs refreshment. Entertainment and stimulus for residents could be better."

We received completed surveys from two care staff who are working at Greenways. They told us they are given up to date information about the needs of people they support or care for. They have been given training that is relevant to their role, helps them understand and meet the individual needs of people, keeps them up to date with new ways of working and gives them enough knowledge about health care and medication. They also told us they feel well supported by the manager of the care home. One person commented, "The management of the care home is well organised and the care team are very experienced. The way the care work is organised every day

is so good and with a high standard." Another person told us, "We are well supported by the home manager."

We also received completed surveys from two health care professionals who visit the home regularly. One person commented, "Greenways staff and management are well trained and have a deep respect for the residents that they care for." Another person told us, "The care home provides a good level of personal care and attention for all residents."

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.

During our last visit to the care home on 29/09/2009 we found that the care home does the following well, The needs of prospective residents are fully assessed prior to admission. Their needs are met in a respectful manner and in cooperation with local health services. New equipment is acquired to meet needs. The environment is well maintained and homely.

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 29th September 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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