

## Annual service review

**Name of Service:** Whitegates Retirement Home

The quality rating for this care home is:	three star excellent service							
The rating was made on:	2	9	1	0	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:

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<b>Name of inspector:</b>	<b>Date of this annual service review:</b>							
June Davies	2	9	1	0	2	0	0	9

## Information about the service

Address of service:	Westfield Lane Westfield East Sussex TN35 4SB
Telephone number:	01424754865
Fax number:	01424752185
Email address:	whitegates.kpc@btopenworld.com
Provider web address:	

Name of registered provider(s):	Whitegates Retirement Home Limited
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	22

Conditions of registration:	
The maximum number of service users to be accommodated is 22.	
The registered person may provide the following category/ies 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 categories: 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:	The home now has a new registered provider, Mr Robert Jeffrey.  Alison Gates registered manager has now resigned and a new manager has been appointed. The appointed manager is in the process of applying for registration to CQC.
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Date of last key inspection:	2	9	1	0	2	0	0	8
Date of last annual service review (if applicable):								

## Brief description of the service

Whitegates Retirement Home Limited has a new registered provider Mr Robert Jeffrey. The home is located on the outskirts of the village of Westfield. It is in walking distance to the local post office, pubs church and doctors surgery. The Property is a spacious two-storey purpose built house. There are several attractive and comfortable communal rooms and the home is furnished and decorated to a very high standard throughout. Residents accommodation, which are all en-suite are sited on the ground and first floors and is served by a passenger lift. There are large and well-maintained gardens onto which the ground floor bedrooms open. The current fees can be obtained by applying to the manager of Whitegates Retirement Home. Extra charges are made in respect of hairdressing, newspaper and magazines, chiropody, specialist health care services, and luxury items.

## **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 inspection. 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.

Information we have about how the service has managed 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 organisations.

What other people have told us about the service.

What has this told us about the service?

At the last unannounced key inspection on Th October 2008 the home was found to be excellent. One requirement was made in regard to the then registered manager obtaining comprehensive pre-admission assessments for prospective residents, to ensure that staff knowledge and skills and the environment could meet the identified needs of a prospective new resident. The present AQAA informs us that a comprehensive assessment of needs is obtained prior to any prospective resident being offered a place at Whitegates Retirement Home. Prospective residents are also given information about the home in the form of a brochure, the homes statement of purpose and service user guide. Prospective residents are also invited to visit the home so they may meet with the residents, staff and view the environment. Based on pre-admission assessment the prospective resident is then offered a place in writing. Once a new resident is admitted to Whitegates Retirement Home they are given a written statement of terms and conditions (contract). From eight resident surveys returned to CQC, seven residents said that they were given sufficient information about the home on which to base their decision, seven residents stated that they had a written statement of terms and conditions. Only two residents surveyed said that they did not know if they were given sufficient information about the home or did not know if they had been given a statement of terms and conditions.

At the unannounced key inspection the inspector found that care plans were informative, and did state residents preferences, although risk assessments tended to be generic and did not take into account each residents assessed needs, or the differing lifestyles of residents. The AQAA states that care plans are informative, that individual choices are respected and encouraged, and that care plans are evaluated

daily and reviewed monthly by the Head of Care, Deputy or Appointed Manager. The AQAA states that all residents health care needs are met. The home has good working relationships with the local General Practitioner practise and other members of the multi disciplinary team. When necessary the home is able to access dietitians, speech and language therapists, Macmillan nurses, the specialist tissue viability nurse. All health care visits are documented in the residents care plans. The home monitors the nutritional needs, tissue viability of residents on a regular basis.

At the key inspection in October 2008 it was found that while medication was generally well managed there was room for improvement. The recent AQAA suggests that, there are up to date policies and procedures for the receipt, recording, storage, handling, administration and disposal of medications. Medication is audited on a weekly basis by the Manager, Deputy Manager or Head of Care to ensure compliance with policies and procedures, and staff are notified immediately of any mistakes or improvements that need to be made. Residents who are assessed as being able to self medicate are risk assessed, and supplied with lockable facilities within their own room in which to store their medication.

From eight residents surveys received by CQC two residents said that they always receive the care and support they need while six residents said that they usually received the care and support they needed. Seven residents said they get the medical care they need and one resident said they usually get the medical care they need.

Some residents are able to access the local community on their own or with the help of family and friends, and where residents need help to access the local community staff are available to escort. Residents are given the opportunity to participate in outings organised by the home. Once a month the local church visits the home, but residents are also able to visit the own church if they wish to and will be escorted by staff members if the resident wishes. At the last key inspection the inspector found that many of the residents were able to make trips out into the community on their own, and were able to arrange their own activities within the home.

All activities taking place in-house are published weekly and placed in each residents bedroom. Five out of the eight residents surveys, said that there are not enough activities, get-togethers and outings provided by the home.

Observation at the last key inspection showed that residents every food like and dislike is catered for. All residents were offered either wine or sherry prior to lunch being served. Residents are offered a choice of foods and this was reflected in the menus, and from speaking to residents on the day.

The recent AQAA states that residents are provided with choice of menu and alternatives. Residents likes and dislikes are ascertained on the pre-admission assessment and are then logged on a chart in the kitchen. Where necessary residents are supplied with specialist eating aids so they may maintain their independence when eating.

From the eight resident surveys received, one resident said they always like the meals at the home, four residents said that they usually like the meals at the home and three residents said they sometimes like the meals at the home.

Since the last key inspection the home has received eight complaints all of which were dealt with within the timescales set out in the complaints policy and procedures. The AQAA states that residents and staff are made aware of the complaints policy and procedures. From the eight residents surveys only four residents said that they would know how to complain and four residents said they would not know how to complain.

There have been no Safeguarding Vulnerable Adults referrals since the last key inspection. There is no reference in the AQAA in regard to Safeguarding Vulnerable Adults, or staff awareness and training.

At the last key inspection the Inspector found that the home provides excellent facilities, both in communal spaces and in bedrooms for its residents. The home was found to be exceptionally clean, with good adherence to infection control procedures. The home was found to be safe both internally and externally. Residents have access to large garden areas, with level pathways. The AQAA confirms that the home is maintained to a high standard in decoration, maintenance and cleanliness. There are future plans to extend the home to provide a new kitchen, staff room, a new office, more storage areas, eight new bedrooms and a small lounge, with gardens around the new build being landscaped. From the eight resident surveys received, six residents said that the home is always fresh and clean and two residents said that the home is usually fresh and clean.

Staffing levels in the home were found to be sufficient to meet the assessed needs of the residents at the last key inspection in October 2008. The recent AQAA states that the home employs 29 permanent care workers, of which twelve have NVQ level 2 or above. The manager states that she is highly experienced and remains highly visible on the floors at all times to assist residents and staff. Recruitment practises are good ensuring the staff are appropriately Criminal Records Bureau and Protection of Vulnerable Adults Register checked prior to taking up employment in the home. Once employed all staff received the appropriate induction. There is no reference in the AQAA in regard to mandatory training, although at the last key inspection this was found to be just satisfactory.

From eight residents surveys received, two residents said that there is always a member of staff available when they need them, five residents said that there is usually a member of staff available when they needed them, and one said that there are sometimes staff available when needed. There was a separate comment from one resident to say that more care staff are needed.

The registered manager has resigned since the last key inspection and a new manager has been appointed. She is a registered nurse and has 35 years experience in caring for elderly people. The appointed manager is in the process of applying for registration with CQC. Her aims are to bring stability and consistency to the home and to develop staff and the home to a position of excellence in the care home provider community.

At the present time the home does not manager residents money, but there is a facility to keep small amounts of residents personal money. These small amounts of money are managed appropriately with invoice slips being supplied for money be taken or supplied on the resident behalf. All monies are kept safely and are accounted for within the accounts system in the home.

Whitegates Retirement Home has a good quality assurance auditing process, and regular monitoring of systems used in the home take place by the appointed manager and quality assurance team. The manager hold regular meetings with residents, staff, heads of departments, chef and people responsible for health and safety. All minutes have a regular agenda and are minuted. The AQAA states that all staff have access to regular training but does not specify what training. A staff are supported by regular two monthly supervision sessions. The manager is available to staff at all times, to receive support and advice.

Health and safety of residents and staff is of high importance to the home, with policies and procedures being updated by the quality assurance team to ensure compliance with regulations. Other health and safety issues have been improved upon by supplying new equipment and beds to ease staff workload and improve comfort and safety for residents and staff.

What are we going to do as a result of this annual service review?

There will be no change to the Inspection plan and we will do a Key Inspection by the 21st 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

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