

Annual service review

Name of Service: Bradfield Residential Home

The quality rating for this care home is: three star excellent 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:

Penny McMullan

Date of this annual service review:

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Information about the service

Address of service:	Hawksdown Road Walmer Deal Kent CT14 7PW
Telephone number:	01304360960
Fax number:	
Email address:	davidmc1979@tiscoli.co.uk
Provider web address:	

Name of registered provider(s):	Mr David James Johnson, Mrs Brenda Eileen Johnson	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	32

Conditions of registration:		
The maximum number of service users to be accommodated is 32		
The registered person may provide the following category 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 category: 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:	In March, the home submitted an application for an extension to the existing property. They requested to increase their registration to accommodate 32 people. The application was successful and the home was registered on 30th April 2009.
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Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service

Bradfield is a large, detached house situated in a quiet residential area of Walmer near Deal. The home is close to Walmer Castle and local shops. The home has just completed an extension to the existing property and has been registered to provide accommodation to 32 older people.

A passenger lift is available for access to the two upper floors. All but two of the rooms have en-suite toilet and shower facilities and some of the upper rooms also have the advantage of sea views.

Mr. & Mrs. Johnson own and run the home together with their daughter. Mrs. Johnson and her daughter have both qualified for the Registered Managers Award.

Information on the service and the CQC reports for prospective service users will be detailed 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.

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 organisations.

What other people have told us about the service

What has this told us about the service?

The home returned the Annual Quality Assurance Assessment (AQAA) when we asked for it. It identified areas that have improved in the last year and others where further developments are either planned or would benefit service users. This included evidence that the service seeks the views of residents and other stakeholders.

The last key unannounced inspection report, dated 28th September 2007, was followed by an Annual Service Review on 18th August 2009. Both reports were very positive. On 29th September 2007, the home was rated as a three star excellent service. There were no requirements or recommendations made.

As a result of listening to the people the home has made the following changes:

The home has introduced tea or coffee with a chocolate mint after lunch, when service users are still at the table. A ramp for ease of entry in the main building is now in place. The home has purchased touch control bedside lamps for all the new rooms in the extension. These will also be provided when existing rooms are renovated or the lamps need replacing.

Flat screen televisions have been provided for people moving into the new rooms in the extension. Wireless broadband has also been made available for people to use the computer to contact their families. The home has regular contact via e-mail with families abroad and print off emails for service users to read in larger print.

Different types of entertainers are visiting the home, including a singer who sings war time songs. Interactive music sessions have been introduced, where the people have the opportunity to play different musical instruments.

There is also evidence from the AQAA that the agency is continuing to look at ways of improving what it does to ensure good outcomes for those receiving a service. The AQAA told us that the service has continued to develop and improve. For example: The Statement of Purpose and Service User Guide have been updated to include details of the new extension. Care plans have been improved to include information on medical history and the persons life history.

The home now has a new medication storage area and there are procedures in place to support the people who are able to self medicate. Full nutritional assessments are now in place, together with daily monitoring of the intake of food for each person.

They have also introduced weekly water temperature checks and a monitoring form for the renewal of fabric in the home, including purchasing of towels and flannels.

New carpet has been laid on the stairway and in one room. Three rooms have been refurbished and five new shower doors have been fitted.

A shed has been erected in the grounds and additional plants are being provided throughout the whole garden.

A new alarm has been installed to ensure that the emergency alarm can be heard clearly throughout the premises. The fire panel has also been upgraded.

The home continues to provide new training and update other training as required.

The management team speak to the people living in the home on a daily basis. They monitor the service to continually look at ways of improving the service.

We sent ten surveys to people who use the service, ten to staff members and five to the local health care professionals. Nine surveys were returned from the people. Staff returned eight surveys and five were returned by the health care professionals. Comments from the twenty two surveys have been included in this report

When asked what the home does well, the people who use the service comment: 'Everything is arranged for one's comfort. There is a lovely garden which lifts one's spirits'. 'I am happy and comfortable, it is a very happy place'. 'They are good at getting the doctor when needed. I like the singers when they are there. I also like the special cake for birthdays, it is very good'. 'I am well looked after, the food is good'. 'It is a home from home'. 'They look after me well'. 'They do everything well'. 'I am satisfied with everything'. 'Bradfield Residential Home is an excellent home, they make you very welcome. They work very hard for every body'.

Health Care Professionals comment: 'The service does well, it is a lovely home in a wonderful area. Staff are friendly and kind. Food is freshly cooked, clients have wonderful rooms'. 'The clients I see in the home seem happy living there'.

GP's comments: 'In my view one of the best homes in Deal, the people are well cared for and care staff know all of the residents'. 'The home is well run. Their staff could advise other care homes as a 'model'. The staff know what is going on in the home which is rare nowadays'. 'People are always treated with dignity and respect. Any concerns, health, social or other concerns are always acted upon appropriately and promptly. The staff know their residents, including their background, medication and recent history. This is always the case at Bradfield and it is a pleasure to care for residents there'. 'The home is well run'.

The staff comment: 'The home has a very good working team. High standards of care and cleanliness'. 'I can't think of anything we could do better'. 'We make sure the residents are well cared for'. 'I think the home looks after the residents very well. We all work as a team to make sure that the job is done as the owners want it. All the people enjoy the activities every afternoon'. 'Everything is done well'. 'The home keeps the staff up to date. We communicate well and every one is treated as an individual with equal opportunities'. 'We invite all relatives into the home and make it as homely as possible for the people who live here'. 'We make sure all of the people are well looked after and all staff are trained to do this'. ' We do mostly everything well'.

When asked what the home could do better the people who use the service comment: 'Provide more diversions and entertainment'.

A staff member comments: 'Sometimes the ironing has to be returned as it has not been done properly'. 'Ensure that the staff are happy with colleagues they share a shift with'. 'To provide more activities and outings'.

The home records every concern or complaint raised and addresses the issues as soon as possible. There have been no concerns or issues reported to the Commission.

It is evident from the information in the AQAA that the home continues to provide an excellent service. They work well with us and inform the Commission of any issues which may affect the welfare of the people living in the home.

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 27 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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