

## Annual service review

Name of Service: Cantley Grange

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:

Jayne White

Date of this annual service review:

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## Information about the service

Address of service: St. Wilfreds Road  
Cantley  
Doncaster  
South Yorkshire  
DN4 6AH

Telephone number: 08456037751

Fax number: 01302532704

Email address: cantley.grange@orchardcarehomes.com

Provider web address: www.orchardcarehomes.com

Name of registered provider(s): Orchard Care Homes.Com Limited

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:

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 only - Code 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 - Code OP

Have there been any changes in the ownership, management or the service's registration details in the last 12 months? No

If yes, what have they been:

Date of last key inspection:

Date of last annual service review (if applicable):

Brief description of the service

Cantley Grange was purpose built in 2007 and is owned by Orchard Care Homes. The home is situated in Cantley, which is near to the town of Doncaster. It is registered to provide personal care for forty older people.

The home is on two floors with twenty en-suite bedrooms on each floor. The ground floor has access to a patio and enclosed gardens.

The manager stated on 19 March 2010 that the range of fees was £398.72 - £595 per week, with additional charges made for hairdressing and chiropody. More up to date information may be obtained from the manager of the home. A copy of the home's statement of purpose, service user guide, the CQC's latest inspection report and complaints procedure is available in the entrance hall.

## **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 unannounced inspection on 3 September 2008. 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.

Six surveys (out of ten sent out) returned to us by people using the service. Some people had assistance to complete these. The assistance with some of these had been provided by staff working at the home, which could compromise the results.

One survey (out of five sent out) returned to us by a representative of someone living at the home. This could be a relative or friend.

All of the ten surveys sent to members of staff that were returned.

Five surveys were also sent to health care professionals and care managers. None were returned.

What the service has told us about things that have happened at the service. These are called notifications and are a legal requirement.

The previous key inspection.

Relevant information from other organisations.

As well as the above we completed a risk assessment of the service to ensure we had enough information about the service to determine the quality rating made at the last inspection has not changed.

**What has this told us about the service?**

The service sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear, but could be much more comprehensive in demonstrating how they were meeting outcomes for people and improvements they had made.

We looked at the information in the AQAA. It told us the views of people were promoted and incorporated into what they do by:

'A word in our ear' feedback forms in reception.

A confidential survey every six months that is sent to residents and relatives and the results discussed in residents' and relatives' meetings, that are also held every six months.

Monthly surveys that are given out according to a pre-set schedule as part of their

quality assurance policy, where all areas of the home are covered.

Having a robust complaints procedure in place.

As a result of listening to people the AQAA states they have:

Adapted menus to suit people.

Started an 'outside in' group, which takes place every four weeks. This is where the organisations community liaison officer has arranged for a social afternoon once a month where the elderly in the local community are invited into the home for a social afternoon.

A weekly exercise class run by Age Concern.

Regular outside entertainers and outings.

Displayed the details of resident's keyworker in each of their bedrooms, so they know who their keyworker is.

Improvements the service told us they have made include:

Ensuring that assessments are carried out by two members of staff.

Care profiles have been shared between management and senior staff members to ensure continual and effective assessment updates.

Introduced a wider range of activities.

Introduced notice boards on each floor and one in the entrance, which displays the daily menu and activities.

Put in place a fish pond and purchased a greenhouse.

Recruitment has been passed back to the manager for interview and administration process.

Improved the layout for regulation 26 visits (these are visits by the provider, to determine their opinion of the quality of care provided), so they are more informative and understandable, which gives more scope for improvements to be made.

The AQAA told us that there were some policies and procedures that were not in place. The manager stated the organisation takes responsibility for this. The organisation, therefore, need to address this, so that staff working for them, can follow a consistent process when providing care, that is in line with good practice guidelines, so that people are protected.

The manager in the AQAA dataset told us there had been two complaints that had been resolved within 28 days. The home have also had one adult safeguarding alert (this means someone raising concerns about keeping people safe). They worked with professionals to investigate the incident and made changes to prevent the same

situation occurring again. The outcome was neglect wasn't substantiated, but record keeping and documentation could have been better.

The surveys returned by the people using the service told us:

Five stated they always received the care and support they needed, one that they usually did.

Four stated staff were always available when they needed them, two that they usually were.

Four stated the staff always acted and listened to what they said, two that they usually did.

Four stated the service always made sure they got the medical support they needed, two that they usually did.

Four stated the service always arranged activities they could take part in if they wanted, one that they usually did and one that they sometimes did.

Two stated they always liked their meals at the home, three that they usually did and one that they sometimes did.

Five stated there was someone they could speak with if they're not happy. One didn't answer.

Five stated they knew how to make a formal complaint, one didn't.

Everyone stated the home was always fresh and clean.

In what the home did well they commented, "it has a welcoming and friendly atmosphere. Its cleanliness is to a high standard. The residents are very well cared for and relatives are made very welcome", "meals are generally good, with a wide choice of items on the menu" and "the standard of care is exceptional taking care that medication is taken and general wellbeing is catered for".

In what the home could do better one person commented, "co-ordinating supervision of meal times and taking details of the next days menu - circulate or sit at one table to ask all the residents from there for the following days menu".

The survey returned by a relative told us:

The service always met the needs of their relative.

They were always kept up to date with important issues affecting their relative.

The care service always cares for their relative as they'd expect.

Staff always have the right skills and experience to look after people properly.

The service supports people to live the life they choose.

They knew how to make a complaint if they needed to and when they had the service had always responded appropriately.

They commented, "Orchard Homes (Cantley Grange) look after my mother really well. I have no complaints about her care".

The surveys returned by staff told us:

Eight felt they were always given up to date information about the needs of people they cared for, two that they usually were.

Everyone stated their employer carried out checks, such as a CRB and references before they started work.

Eight stated their induction covered everything they needed to know to do the job when they started very well, one that it mostly did. One didn't answer.

Everyone stated they were given training relevant to their role, that helped them understand and meet peoples' needs, kept them up to date with new ways of working and gave them enough knowledge about health care and medication. They stated they felt they had the right skills, experience and knowledge to meet the different needs of people using the service.

Nine knew what to do if someone had concerns about the service. One didn't answer.

Five stated that the way information was shared about people between carers and the manager always worked well, four that it usually did. One didn't answer.

Three stated there was always enough staff to meet the individual needs of people, five that there usually was and one that there sometimes was. One didn't answer.

In what the home did well they commented, "we ensure the residents are cared for with reference to care plans", "as a home we give the best care to someone to meet their needs. They get a good choice of meals and do a lot of activities and go on days out to the seaside, shopping etc", "care for the elderly and help them with all their needs. Employs very good staff. All staff work well together", "it is a happy place to be", "look after residents, meet all their needs and general care. We always try our best at all times" and "at Cantley Grange we care for our residents and give them the best quality care. We work as a team. The home also gives residents a good choice of daily menu. We also have a good activities programme".

Environmental Health made a visit on 09.03.10 and made four requirements. We have requested a response to confirm the requirements have been met and will monitor this.

The agency lets us know about things that have happened since our last inspection and they show they manage the issues.

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

It is our statutory responsibility to inspect all care services at least once every three years.

The completion of the risk assessment and annual service review has not changed our view of the quality rating of the service.

Future visits will be determined through our Registration process and the new Compliance Standards.

However, we can inspect the service at any time if we have concerns about the quality of service or the safety of the people using the service.

## Reader Information

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