



Mr Paul Mancey
Norton Lees Lodge
156 Warminster Road
Norton Lees
Sheffield
South Yorkshire
S8 8PQ

18th November 2009

Ref: 2000061446

**Care Quality Commission
Care Standards Act 2000 – Annual Service Review Draft Report – Norton Lees
Lodge**

Dear Mr Mancey,

Please find enclosed a copy of our draft report of our annual review of your service.

The report is the outcome of our evaluation of the information we have received about your service since our last key inspection or annual service review.

The report is an important document and we want to make sure that it is an accurate and up to date record. Please read it carefully and let us know, in writing, if you think there are any factual inaccuracies. We will consider any points you raise, and if appropriate, will change the review. If we make a decision not to change your report we will write to you and let you know why.

We will finalise our draft report 28 days from the date of this letter when we will send you a final copy of the report. It is important for you to write to us quickly if you feel that our report is not factually accurate and you want us to take your comments into account. Once the report is finalised it will be too late to make any further changes.

If you need to contact us please quote our reference number 2000061446 to avoid any delays.

Yours sincerely

p.p. 

Shirley Samuels
Regulatory Inspector

CC:
Enclosures: Draft Annual Service Review

We welcome your feedback to help us improve our service.
Please feel free to contact the National Contact Centre on
03000 616161



Annual service review

Name of Service:	Norton Lees Lodge
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The quality rating for this care home is:	two star good service							
The rating was made on:	1	7	1	1	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
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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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Name of inspector:	Date of this annual service review:							
Shirley Samuels	1	7	1	1	2	0	0	9

Information about the service

Address of service:	156 Warminster Road Norton Lees Sheffield South Yorkshire S8 8PQ
Telephone number:	08456027471
Fax number:	01142586740
Email address:	nortonleeslodge@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
dementia	40	0

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 category: Dementia, Code DE, maximum number of places 40		
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:	1	7	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Norton Lees Lodge is situated in the Norton Lees area of Sheffield close to local shops, other amenities and a bus route. The building is purpose built and has two floors accommodating people who require dementia care. The home is registered for 40 places. The home has a sufficient number of baths, toilets and showers. All the bedrooms are single and have en-suite toilets. The home is accessible to people who use the service, ramps and a lift are available, and aids and adaptations are in place. There is a conservatory, which provides additional space for the people who use the

service. The home has a pleasant enclosed garden. Car parking is available. Copies of the inspection report are displayed at the home and available on request.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

The manager completed an Annual Quality Assurance Assessment (AQAA). In this document she told us what the service did well, how the service had improved in the last 12 months and what plans were in place to improve over the next 12 months.

We looked at information received from the home and other agencies since the last inspection.

Information we have about how the service 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 inspections 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.

We spoke over the phone to two people using the service, two staff and two relatives.

What has this told us about the service?

The manager sent the Annual Quality Assurance Assessment (AQAA) when we asked for it. The information was comprehensive and provided evidence that the views of people who use the service were valued.

In the AQAA the manager told us. As a result of listening to people who use the service and their representatives, improvements had been made which included. Improvements to the activities programme, people using the service and their representatives were more involved in care plan development, monthly quality assurance surveys were completed. These were reviewed and acted upon. People using the service and their representatives did not all know who the main carers were. Staff had refreshed this information and made it available in writing in the service user guide. This made sure people using the service and their representatives had the information they needed.

Since the last inspection the registered manager had taken on additional responsibility for another home. We had not been formally notified of this and the arrangements in place for the continual management of the home. We will be writing to the provider to clarify this position.

In the AQAA the manager told us. Outings outside of the home, improvement of the laundry service and the use of more volunteers, were areas that they planned to develop over the next 12 months. This showed people were listened to and were able to contribute to the way the service was run.

We spoke to two people using the service who told us. The staff were "fantastic", "kind" and "generous". They added the food was "very good" and they were offered plenty. There was a choice of activities and they could choose whether or not to take part. People told us they felt safe at the home and had no complaints or grumbles.

We spoke to two staff members who told us. They were provided with the training they needed to do their job. They told us training over the last 12 months included, safeguarding adults, manual handling, fire safety and infection control. They said there was usually enough staff on duty and there were procedures in place to try and cover for last minute absences. They told us that in the main, staff worked well together.

We spoke to two relatives. One told us "the staff do a good job, nowhere is perfect but overall I am happy with the care provided, I really feel they do their best". They told us the staff kept them informed and relatives meetings were held. They added that there was a period a few months ago when the cleanliness of the home was not to the usual standard. This was due to staff shortages. This had improved in recent weeks as new staff were recruited.

Another relative told us. The care was "excellent", they were very happy with all aspects, care was reviewed regularly and they were consulted and informed of any changes in condition. They confirmed that regular meetings took place with relatives and people using the service. They were listened to and felt action was taken to respond to comments received. The relative gave an example of issues being raised about the laundry system, and the efforts that were being made to try and resolve the problem.

They told us the food provided was good. There was flexibility around timing of meals. They gave an example of when they took their relative out of the home and the mealtime had passed, and staff made sure they had something to eat on their return. They told us, when they visited they were always offered refreshments, this made them feel welcomed. They added " I cannot speak highly enough of the staff and manager".

We looked at the information in the AQAA. Our judgement is that the home continues to provide a good service. They know what further action they need to take to improve the service and have highlighted ways of doing this.

In the AQAA the manager told us they had received one complaint in the last 12 months and that this had been investigated and the complaint responded to in a timely manner.

There had been four safeguarding referrals made to Sheffield Social Services about people living at the home. One referral was assessed as not being a safeguarding matter. One was investigated and concluded that abuse had not taken place. Two were being investigated and were not concluded at the time of writing this report.

In the main the home continues to let us know about the things that have happened since the last key inspection. They have shown that they managed issues well. They work well with us and have shown us that the service provides good outcomes for people who use it.

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

We are not going to change our inspection plan, and may do a key inspection by 16/11/10.

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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Further copies from:	0870 240 7535 (national contact centre)

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