

Annual service review

Name of Service: Danes Lea

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

The rating was made on: 1 1 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

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:

Sarah Rodmell

Date of this annual service review:

0 3 1 1 2 0 0 9

Information about the service

Address of service:	133 Cardigan Road Bridlington East Yorkshire YO15 3LP
Telephone number:	01262672145
Fax number:	01262672676
Email address:	manager.daneslea@hica-uk.com
Provider web address:	

Name of registered provider(s):	Humberside Independent Care Association Limited		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
dementia	0	29	
old age, not falling within any other category	0	29	
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	1	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Danes Lea provides personal care and accommodation for up to 29 older people, both men and women, some of whom may have dementia. It is a large adapted three-storey property situated in the seaside resort of Bridlington.</p> <p>Located in a residential area of the town, Danes Lea has views of the seafront, and is within walking distance of the town centre and other local facilities. Public transport passes the door and there is a car park and on street parking.</p> <p>The home has level access and a passenger lift to the first floor. There are four shared and twenty-one single rooms, fifteen of which have en-suite facilities. Danes Lea has large safe and private gardens providing a variety of seating areas.</p>

Danes Lea is operated by Humberside Independent Care Association Ltd (HICA)which is a not for profit organisation.

The fees to live at Danes Lea are from £435 to £480 plus a small top-up charge, which is from £7.50 to £20 a week and which the family pay. Additional charges are made for hairdressing, chiropody, toiletries and personal items and newspapers.

Danes Lea provides written information about the facilities and services it provides in their Statement of Purpose and Service User Guide. These, and recent reports by the Commission for Social Care Inspection, are presented in a large file in the entrance area for people to look at.

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.

We sent surveys for people who use the service but none were returned to us.

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 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. Information recorded in the AQAA included in the section, 'What we do well', 'The service user guide and statement of purpose are also available in large print, audio and simplified formats,' and 'Pictorial signage is used in bathrooms/toilets to aid Independence of clients.'

In the section: 'How we have improved in the last 12 months', information recorded included, 'Introduced pictorial and simplified statement of purpose.' also 'By increasing the activity co-ordinators hours'.

In the section 'What we could do better', information recorded included 'There is always room for improvement' and 'Staff need to be trained and coached to ensure they recognise occupation type activity and record this'.

The section 'Our plans for improvement in the next 12 months', included 'To increase staff awareness of recording and issues/concerns they have checked.' and 'Strive to improve on the percentage of staff holding an NVQ qualification'.

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.

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 10 November 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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