

Annual service review

Name of Service: Woodlands

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

The rating was made on: 2 2 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:

Name of inspector:

Janet Lamb

Date of this annual service review:

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Information about the service

Address of service:	Riverhead Driffield East Yorkshire YO25 7PB
Telephone number:	01377253485
Fax number:	01377255287
Email address:	manager.thewoodlands@hica-uk.com
Provider web address:	

Name of registered provider(s):	Humberside Independent Care Association Limited
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Conditions of registration:

Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

dementia	0	56
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old age, not falling within any other category	0	56
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Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	None
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Date of last key inspection:	2	2	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Woodlands provides personal and social care for 56 people over the age of 65, some of whom have dementia. There are close links with the community nursing and mental health teams.</p> <p>Woodlands is a purpose built home and was constructed in the 1970s. The home is situated less than five minutes walk from the centre of Driffield and its transport links.</p> <p>Accommodation is provided on two levels with a passenger lift allowing access to the first floor.</p>

There are car parking facilities on site.

The home is owned and operated by Humberside Independent Care Association Ltd. (HICA) which is a not for profit organisation.

Details about the home can be obtained from the manager on request in the form of a 'statement of purpose' and a '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 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 in the surveys returned to us and our judgement is that the home is still providing a good service and that they know what further improvements they need to make.

We received nineteen surveys from people living in the home and they all answered questions in the positive by agreeing 'always' or 'usually' things are how they want them to be. They say they are generally happy there and have no reasons to complain. They say they enjoy the meals and get on well with the staff, that the home is kept clean, that staff have always been very kind and they are always on hand when needed, that there are many enjoyable social events to which family are also invited, the atmosphere is happy and caring, there is a safe environment, and Woodlands is as near to being home from home as possible. Only one person felt the meals had deteriorated.

We received four surveys from staff and they say they give good assistance with personal care, meet individual needs and are friendly towards people. They say they feel appreciated by relatives and friends, they are complimented on the cleanliness of the home, and the themed lounges have improved people's quality of life. Staff say they are sometimes short staffed, that they need more time to spend with people and that the decoration and furniture in the home need attending to as they are now 'very bad.' One suggestion is for there to be an allotment in the garden for people to grow foodstuff. They say staff work well together, are generally quite happy in their roles and that people's individual needs are now being better met.

We also received two health care professional surveys that say there is a friendly and welcoming team of staff that make the atmosphere friendly, that there are good

working relationships between staff and the district nursing staff, and that staff will voice their concerns about people's health and will ask for help.

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 22nd October 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 it.

Reader Information

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