

Annual service review

Name of Service: Tamarix Lodge

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

The rating was made on: 2 4 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:

Janet Lamb

Date of this annual service review:

2 5 0 1 2 0 1 0

Information about the service

Address of service:	142 Queen Street Withernsea East Yorkshire HU19 2JT
Telephone number:	01964615707
Fax number:	01964612092
Email address:	manager.tamarixlodge@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	37
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old age, not falling within any other category	0	37
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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	4	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Tamarix Lodge provides residential care and accommodation to older people some of whom may have a dementia type illness.</p> <p>The home is owned and operated by Humberside Independent Care Association (HICA), a not for profit organisation, and is located on the main street of Withernsea, East Yorkshire.</p> <p>People have easy access to the seafront, local shops, pubs, services and public transport.</p> <p>Tamarix Lodge is a purpose built property with accommodation on two floors. There is</p>

a passenger lift. Most rooms have en-suite facilities. All are designed for single occupancy.

There is a car parking facility in the grounds to the front of the property and a rear garden fully equipped with garden furniture, waterfall feature and night lights.

The standard fees charged by the home at the last key inspection ranged from £370 to £460 per person per week with additional charges made for hairdressing, chiropody, toiletries etc. These charges may well have increased since then.

Tamarix Lodge provides information about the home to people in its Statement of Purpose and Service User Guide, both of which are available on request from the home.

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 in September 2009, though we requested it again in January 2010 because we had not processed it properly. It was clear and gave us all the information we asked for. The AQAA had lots of information on what the service provides and how well it runs, but we would still ask that finer details, such as dates, numbers in the last twelve months etc. be supplied. It does give a good sense of how the service is still moving forward and progressing though. 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 an excellent service and that they know what further improvements they need to make.

We received surveys from seven people living in the home but only one person actually completed it themselves. Others had help from spouses, daughters and staff. All surveys are answered very positively and comments include "Makes everyone feel at ease and at home, very friendly atmosphere always. Very caring and helpful, nothing is too much trouble. Very clean and tidy, and always odour free. Must be one of the best homes in the area. Excellent caring staff. I feel that if possible they should try to have the entertainment (singer AS) more frequently as we really enjoy it. Would be better if the staff had more time to spend with each client, but I understand the reasons why, as sometimes they are short staffed."

Another person says, "Clean, caring environment. Meals are excellent. Could do with extra care staff at busy periods. I sometimes have to wait too long for the toilet. Staff

turn the call bell off without dealing with client immediately."

A third person says, "Take care of my wellbeing, could do with more carers and the home is far too hot in the summer months," while a fourth person says, "On the whole they care well for the residents. I visit my wife daily, she is unable to answer for herself, but I have a very good idea of her moods."

And finally a fifth person says, "Tamarix provides a caring and compassionate environment, in which my mum can live out her days in peace and happiness. Unfortunately most of the people here are inform and require a lot of extra help, which means the staff are always busy and cannot give that extra one on one attention that old people like. This is by no means a criticism, but maybe extra helpers or volunteers could be provided to spend time reading or talking to people who cannot read or watch the television. My mum is exceptionally well looked after, all her needs are met and the staff are happy, helpful and do their best to make this a wonderful place."

Everyone making a contribution in surveys continues to be very satisfied with the quality of care people receive.

Four staff surveys were returned to us and these were also completed positively, though three of them say there are 'sometimes' enough staff to meet the individual needs of people in the home. Only two make any comments. "Tamarix is a clean and nice place to work. Always a happy place. The home looks after residents and staff well, though there could be more activities." And, "The home cares very well for all of the people living there and each individual has their own care plan."

Two health care professional surveys were received and they too are answered positively. Comments include: "Recruits good quality staff. Strives to produce best care for people. Works extremely well with MDT. Makes people outside feel welcome at all times. Provides a lovely environment for people - regular update programme. Work in a professional, safe, caring way at all times. People are more physically dependent now, so more staff would be a bonus I am sure. An excellent home which I feel is a flagship for residential care." And, "Provides a well run, efficient, clean and friendly residential home. I can state that Tamarix Lodge is the best all round home which I visit."

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 excellent 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 23rd November 2011.

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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