

Annual service review

Name of Service:	Catherine Lodge
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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
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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:							
Daniel Lim	2	3	1	0	2	0	0	9

Information about the service

Address of service:	36-42 Woodside Park Road North Finchley London N12 8RP
Telephone number:	02084464292
Fax number:	02084469456
Email address:	noreenstimpson@mac.com
Provider web address:	

Name of registered provider(s):	Mrs Noreen Maria Christina Stimpson	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	39
old age, not falling within any other category	0	39
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
<p>Catherine Lodge is a privately run care home that is registered to provide a personal care and accommodation for a maximum of thirty-nine older people, some of whom may have dementia. It is owned and managed by Mrs Noreen Stimpson.</p> <p>The home's stated aim is to ensure that residents achieve a quality of life which is of a high standard. Individualised and sensitive to their needs.</p> <p>The home is a large detached house converted from four separate houses. Bedrooms are located across all three floors. There is a lounge interconnecting with two dining rooms at one end of the building and a separate quiet lounge at the other end.</p> <p>All the floors are accessible via a shaft lift. There is also a stair lift on one of the staircases. At the front of the building is a small parking area. At the back of the home is a large garden with a patio. This is accessible through French windows.</p> <p>Catherine Lodge is located off the High Road in North Finchley. It is close to shops, restaurants churches and bus routes. A GP surgery is within a few minutes walk of the</p>

home.

Details of the fees charged by the home may be obtained from the home manager. The provider must make information about the service available, including reports to service users and other stakeholders. A copy of this report is available on the CQC website.

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

What did we do for this annual service review?

This annual service review include a review of information that the Commission has received about the home since the last Annual Service Review of 19 September 2008. We looked at all the information which we have received. These included the completed Annual Quality Assurance Assessment form or AQAA which 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.

Completed questionnaires were returned to us by 14 residents, 15 staff, 7 social and healthcare professionals and a visitor. We also looked at the information that we have about how the service manages any complaints and what the service told us about things that have happened. These are called notifications and they are a legal requirement. We also looked at the previous key inspection report and the results of any other visits that we have made to the service since the last inspection. Relevant information from other organisations and what other people have told us about the service were also considered as part of this review.

What has this told us about the service?

The home sent us their annual quality assurance assessment or AQAA when we asked for it. It was clear and gave us the necessary information. The home tells us in their AQAA that they strive to provide care that is responsive to the individual and diverse needs of residents. They indicate that they ensure that residents needs are met without discrimination. Their AQAA states :

" We respect the individual service user and staff member. Staff recruitment and selection address equality and diversity. Terms and conditions of employment address same. Staff training on equality and diversity. We challenge prejudice and discrimination when ever possible. All service users are equal and have care needs met in a positive way. Respect for human rights and the individuality of each person is constantly reinforced. We ensure care practice is anti discriminatory. Staff are recruited and made aware of our Equal Opportunity Policy and they sign contracts when they have understood same. Every opportunity is given to service users to exercise choice in their daily lives. We have policy statements on Equality and Diversity. Menu and menu planning take account of preferences."

In the area of Personal and Healthcare Support, they indicates that staff provide a high quality of care and their individual needs are recorded and attended to. Their AQAA made the following comments:

" The health and personal care which service users receive is of the highest standard. The GP holds weekly surgeries in the home and service users are seen by the doctor frequently and when required. All service users have a care plan generated from a comprehensive assessment. This is drawn up with the service user, family and provides the basis for the care which will be delivered. All service users are seen by the optician, dentist. yearly and the chiropodist every 8 weeks, which is included in fees. The

hygienist visits and treats service users 6 monthly approx. Staff are experienced and trained having NVQ Level 2 and 3 and many are nurses in their own country. All staff dealing with medication have had up to date training. Audits of medication take place weekly to assure compliance. Service users exercise choice in getting up in the morning, washing and dressing, choosing their clothes and going to their bed at night. The home operates a continence management system, receiving advice from district nurses when pressure relief is required. All service users are assessed for the risk of pressure sores. The service users privacy and dignity are respected at all times."

In the area of Complaints and Protection, they indicated that residents are well treated and protected from abuse. The AQAA states:

" All staff are given POVA training when they commence work and yearly thereafter. All service users are treated with the utmost respect and staff are closely monitored at all times to ensure this is the case. Staff have CRB clearance before commencement of work. All complaints, however small are documented and resolved immediately, usually on the same shift by the senior staff. The home has an adult protection procedure and staff are fully trained. We use the service users monthly meeting as an opportunity to discuss aspects of the service. We respect the service users rights and flexibility with all routines is the order of the day. We remain vigilant at all times and closely monitor all service users and the routines of the home therefore we notice and pick up on potential problems before they become an issue. We recognize our duty of care to service users and put this at the forefront of everything we do."

In the area of Management of the Home, the AQAA indicated that there is strong, experienced leadership and the home is managed to a high standard. It states :

" There is a clear philosophy and objectives. The Manager takes her responsibilities very seriously and ensures that the highest standards are in place. The Manager has a proven track record of good management. The home is run in the very best interests of the service users and all opinions or views from service users and indeed staff are taken seriously and incorporated into the running of the home. Staff have supervision 6 times yearly. Service users are safeguarded by the accounting and financial procedures. The Manager and her highly skilled team are energetic and focused in maintaining good practice and high standards. The home ensures, so far as reasonably practicable, the health and safety of service users and the home has a wide range of health and safety policies. The Manager ensures that the management style creates an open, positive, lively and inclusive atmosphere."

At the time this report was written, completed survey forms were received from 14 residents. These were overwhelmingly positive and indicated that they were fully satisfied with the care provided at the home. Comments made included the following :

" The home is kept nice and clean and has a lovely atmosphere."

" My mum is always well dressed and clean."

" Everything is done to perfection."

" The home gives choice, its homely and comfortable."

" The staff are very kind."

" I feel it is like a little piece of Heaven."

" Wholesome good quality meals."

Fifteen staff returned their completed survey forms. These indicated that the staff concerned were satisfied with the management of the home and had been provided with appropriate induction and support and were able to attend to the needs residents. Comments made included the following :

" Catherine Lodge provides quality care to every resident."

" We worked as a team and I like working here."

" Staff always have support from the manager."

" Give training to all staff every month."

" The staff are very approachable and hard workers."

" The manager takes her responsibilities seriously."

Seven completed survey were received from professionals involved with the home. These were positive and indicated that they were of the opinion that residents were well cared for. Comments made included the following :

" They are very attentive and kind to their residents."

" The staff treat residents with respect and dignity."

" I am very impressed by the level of activities provided"

" It has shown itself to be consistently excellent in all aspects."

A completed survey form was also received from a visitor to the home. This was positive and indicated that residents had been well cared for.

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

Based on information available to us, we are are of the opinion that the home is still providing a good service. We are not going to change our inspection plan and will do a key inspection by 1st 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 who use the service.

Reader Information

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