

## Annual service review

**Name of Service:** Wardington House Nursing Home

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

The rating was made on: 2 9 0 1 2 0 0 9

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:**

Stephen Webb

**Date of this annual service review:**

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## Information about the service

Address of service:	Wardington House Nursing Home Wardington, Banbury Oxfordshire OX17 1SD
Telephone number:	01295750622
Fax number:	01295750036
Email address:	george.tuthill@wardington.com
Provider web address:	

Name of registered provider(s):	Wardington House Partnership	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	60	0
mental disorder, excluding learning disability or dementia	60	0
old age, not falling within any other category	0	60
physical disability	60	0

Conditions of registration:								
The maximum number of service users to be accommodated is	60							
The registered person may provide the following category of service; Care home with nursing (N) to service users of the following gender: Either whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category(OP) Dementia (DE) Mental disorder, excluding learning disability or dementia (MD) Physical disability (PD)								
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:	2	9	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service

Wardington House lies on the edge of Wardington village close to the town of Banbury. The home has been providing care for individuals with dementia and other mental disorders since 1965. The home aims to provide a relaxed, stress-free environment so that individuals can retain their freedom of choice and individuality. The home's minibus provides safe transport for trips out of the home.

The accommodation is provided on three floors and is accessed by a passenger lift. There is a mix of single and larger rooms, and a top floor special unit with up to 7 sharing. Within the complex there is also a unit for people who want more independence. The 3 large communal lounge/dining rooms offer choice and space for individuals to walk around in safety. Large picture windows provide an open aspect to the extensive attractive grounds, and the grounds are accessible to the people living there.

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

What did we do for this annual service review?

We looked at the information that we have received, or asked for, since the last key inspection in January 2009. 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 gives us numerical information about the service.

Any surveys returned to us by service users and others with an interest in the service.

Any information we have received 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 any action taken in response to requirements or recommendations made within the previous inspection report.

What has this told us about the service?

The annual quality assurance assessment (AQAA), returned by the manager, provided current details about the home including areas where action has been taken to make improvements.

The manager reported that since the last inspection, many improvements had been made in direct response to resident feedback. The examples given were an increase in the number of assisted walks and increased opportunities for less able residents to spend time in the garden including them taking meals there. A barbecue has also been made to add this experience to the meals available.

Other changes reported since the last inspection include improved assessment tools and better monitoring of the home's waiting list; the introduction of a new way to present information about medications to the staff; improvements to medication recording and wound care knowledge, and the trialling of a new medication training. There are reported to have been improvements in support to bereaved families through changes in how the belongings of the deceased are managed. The number of activities assistants has been increased and communication between them and the care staff has been improved. The range of activities and concerts has also been expanded. The home's "supper club" has evolved and the home continues to involve local students in work experience, spending time with residents and supporting domestic tasks. Staff have received further input on the importance of confidentiality, and other new training has been provided. The home has trialled new technology to support residents. A range of improvements have also been made to the environment and decor in the home.

The AQAA also indicates a range of planned improvements for the future.

There were no requirements arising from the last inspection.

Since the last inspection, appropriate notifications of relevant events have been made to the Commission, where required.

The completed AQAA indicated that no new complaints had been received about the service in the last twelve months. No complaints have been received by the Commission, for forwarding to the service, since the last inspection.

There has been one safeguarding referral relating to this service since the last inspection, which did not relate to the care provided by the home. Appropriate notifications were made and appropriate consultation took place with external agencies. The AQAA indicates a responsive service, which consults residents wherever possible within the limits of their dementia and also regularly seeks the views of their family members and relevant external professionals. The involvement of family members in activities and outings is also encouraged. Where residents are unable to express their opinion verbally, their reactions are observed and noted in order to inform future practice. An annual quality assurance survey is also undertaken via a survey of relatives.

Our judgement is that the home continues to provide an excellent service to meet the needs of residents, and provides excellent outcomes for them.

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

We will not change our inspection plan, and will undertake the next annual service review by the 29th of January 2011 and the next key inspection by January 2012.

However, we can inspect the service at any time if we have concerns about the quality of the service or the safety of residents.

## Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
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