

Annual service review

Name of Service: The Ormsby Centre

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

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:

Sheila Gawley

Date of this annual service review:

2 4 0 7 2 0 0 9

Information about the service

Address of service:	59 East Street Littlehampton West Sussex BN17 6AU
Telephone number:	01903713815
Fax number:	01903731331
Email address:	registeredmanager@ormsbycentre.com
Provider web address:	

Name of registered provider(s):	Lifetime Care UK Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	60	0
learning disability	60	0
mental disorder, excluding learning disability or dementia	60	0

Conditions of registration:		
The maximum number of service users to be accommodated is 60.		
The registered person may provide the following category/ies of service only: 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 categories: Dementia (DE) Learning disability (LD) Mental disorder, excluding learning disability or dementia (MD).		
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes	
If yes, what have they been:	no	

Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
The Ormsby Centre is a care home that provides nursing, registered to accommodate up to sixty residents in the category of older people with dementia or mental health needs.

It is located in the coastal town of Littlehampton West Sussex, close to the shops and the sea. Recent building work, which extended the building, provided new kitchen facilities and administration facilities and additional day space is near completion. There are well-maintained patio areas and safe grounds surrounding the premises with private parking to the rear. Facilities include a spacious lounge, dining room and smoking room.

The service is now owned by Lifetime Care Uk Limited and the appointed responsible individual is Mr. Wootton. The Registered Manager in post is Lynne Smith.

The current basic fee is £713 per week rising to over £1000 depending on need.

The home last had a Key unannounced Inspection on the 23rd July 2008 and we will inspect again before 23rd July 2010.

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. Information on 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 and 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, relevant information from other organisations and 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.

We were in receipt of surveys from two social care professionals, one pharmacist and one staff member. All of the comments were very positive. One social care professional commented " They excel in peoples individuality and in their programme of activities" The pharmacist confirmed that medicines are ordered correctly and on time and commented "The staff and nurses go the extra mile to make sure all is in place for people who use the service. The staff member commented that the management is open and the home "Is brilliant for the rights of clients"

A new care plan/ recording system has been introduced to ensure consistence when reviewing the residents needs.

Entertainment has been increased with external performers being received well by the people who use the service.

People enjoy the food on offer and a greater variety of cooked food has been made available for breakfast.

We were in receipt of information from Arun District Council regarding a complaint about noise from the home. This was investigated by West Sussex Adult Services and the home fully co-operated with this. The registered manager was spoken with and she discussed the effort the home is employing to reduce this type of incident. The investigating practitioner was spoken with and she confirmed that the home works well with West Susses Adult Services and adopts all recommendations for good practice.

The home has quality assurance systems in place to ensure the opinions of people who use the service and interested parties are sought.

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 July 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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