

Inspecting for better lives

Annual Service Review

Name of Service: Normanhurst 69562 H52

We do an annual service review when there has been no major inspection of the service (we call this a key inspection) 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: 31/01/2010

Name of inspector:	Date of this annual service review:
Jill Chapman	24/06/08

Information about the service

Address of service:	26 Hightown Road Maidenhead Berkshire SL6 1PB
Telephone number:	01628 632 618
Fax number:	01628 824245
Email address:	info@normanhurst.co.uk
Provider web address:	

Name of registered provider(s):	Normanhurst Care Ltd
Name of registered manager (if applicable):	Mrs Yuen Law
Categories of registration:	OP/DE(E)
Conditions of registration:	No
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:	Re registered to a limited company.

Date of last key inspection:	05 / 02 / 2007
Date of last annual service review (if applicable):	/ /

Brief description of the service:

Normanhurst provides twenty-four hour care and accommodation for up to 25 older people.

The building was built in the late 19th century and is set on the corner of a tree-lined road within five minutes walking distance of the town of Maidenhead. Single and double rooms are provided over four floors; all floors are split-level

A passenger lift and stair lift is available however, one or more steps has to be used to access the second level of each floor, creating an area on each floor that is not accessible to wheelchair users. Resident's rooms vary in size and some have been upgraded with ensuite facilities.

There is a small accessible, landscaped garden with seating provided.

Fees range from £500 to £700 per month. In addition residents may pay for personal items, chiropody, newspapers and hairdressing.

Information about the home may be obtained by contacting or visiting the home.

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

What did we do for this annual service review?

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.

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?

We received the Annual Quality Assurance Assessment (AQAA) before it was due back. It was well filled in, gave us all the information we asked for and showed how the home meets the standards. It shows how they intend to address any identified areas for improvement.

The service history has shown us that the home notifies us under regulation 37 of any significant events that affect service users and how they have dealt with these.

We have received no information from other people about complaints or safeguarding adult issues. The AQAA shows that the home has not received any complaints since the last inspection. The AQAA shows that the home has not needed to make any safeguarding adults referrals since the last inspection.

We have received five completed service user surveys at the time of writing this review.

Service users confirmed they received enough information about the home before moving in and have a contract. One service user said 'I was made welcome on visits here and given a month to decide if I liked it or not'.

They all confirmed they always receive the care and support they need, one service user said 'Staff are very helpful and accomodating and very kind'.

They all confirmed that staff listen and act on what they say, one said 'they regularly visit to check I am well or if I need anything. The staff are highly motivated.'

They all confirmed that staff are always available when you need them, one service user said 'Always responsive in case of an emergency.'

They all confirmed that they always receive medical support when needed, one service user said 'they check my diabetes, monitor my medication and the doctor is called when required'.

They confirmed that there are activities arranged by the home, a relative said, 'at least 4 afternoons a week activities are organised, keep fit, art, discussions, sing-alongs and performing musicians.'

They all confirmed that they know how to make a complaint if needed. A relative said 'haven't ever needed to and don't expect to.'

They all said they always like the meals in the home, one service user said 'There is a nice selection and one can ask for anything they want, so we can work out a nutritional diet'.

They all confirmed that the home is kept very clean, one relative said 'Cleaned every day, never bad smells, can't even smell cooking.' A service user said 'Absolutely impeccable, the staff work hard to maintain high standards.'

We have received one completed staff survey at the time of writing this review. they confirmed that they are given enough information about service users care needs, that their recruitment was carried out properly and that they received a full induction. they said that training is relevant to their role and offered regularly. They said the home is well staffed at all times and that the managers also help at times. they said the managers are approachable and that they receive regular supervision.

The home has shown us that they continue to provide excellent outcomes for service users.

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 31/01/2010

However we can inspect the home 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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