

2nd May 2007

Ref: S61071

Mrs Fallon
Lynhales Hall Nursing Home
Lyonshall
Herefordshire
HR5 3LN

**Commission for Social Care Inspection
Care Standards Act 2000
Draft Key Inspection Report**

Lynhales Hall Nursing Home

Dear Mrs Fallon

Please find enclosed a copy of our draft inspection report following our recent inspection of your service.

The inspection report is an important document and we want to make sure that it is an accurate and up to date record of our inspection. Please read it carefully and let us know, in writing, if you think there are any factual inaccuracies. We will consider any points you raise, and if appropriate, will change the report. If we make a decision not to change your report we will write to you and let you know why.

Introducing Quality Ratings

We have decided to introduce published quality ratings from January 2008. Ahead of this, we are providing services with the assessment we use to risk assess and prioritise our inspection programmes. This gives services our interim view of their performance and also allows us an opportunity to test out the robustness of our processes ahead of published quality ratings. We do not routinely share these assessments with commissioners of services but reserve the right to do so where there are serious concerns about the quality of specific services.

We welcome your feedback to help us improve our service.
Please feel free to contact the Customer Service Unit on 0845 015 0120

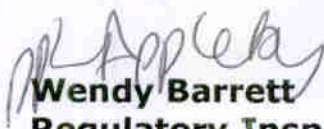
In our report you will see that we have made a judgement about the quality of your service in each of the outcome areas. The judgement for each area says whether we consider the quality to be excellent, good, adequate or poor. This judgement is based on our assessment of all the information we have about your service and has taken into account the views and experience of the people using it.

We have looked at these judgements and have decided that overall your service provides **excellent** outcomes for the people who use it.

We will finalise our draft report 28 days from the date of this letter so it is important for you to write to us if you feel that our report is not factually accurate.

Once we have finalised our report you will receive a final copy. You should make sure that the people who use your service, and those who are thinking of using it, are able to see a copy of the report. You should also make the report available to carers, staff, parents of children, placing authorities and, where appropriate, other interested parties.

Yours sincerely



Wendy Barrett
Regulatory Inspector

Tel: 01905 753910

Enc: Draft report

WEMA - F7.

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