



Making Social Care
Better for People

Inspecting for Better Lives

Annual Service Review

Name of Service: Lynhales Hall Nursing Home

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: 10th April 2010

Name of inspector: Angela Taylor **Date of this annual service review:**

1st July 2008

Information about the service

Address of service:	Lyonshall Herefordshire HR5 3LN
Telephone number:	01544 340 642
Fax number:	01544 340644
Email address:	NA
Provider web address:	NA
Name of registered provider(s):	Lynhales Hall NH Ltd
Name of registered manager (if applicable):	Margaret Fallon
Categories of registration:	Dementia over 65 – 47 places, Old Age – 47 places, Physical Disability – 4 places, Terminally Ill – 47 places
Conditions of registration:	1 The home may accommodate two named residents who are between 60 and 64 years of age and have care needs arising from mental health disorders.
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	
If yes, what have they been:	
Date of last key inspection:	10/04 /07
Date of last annual service review (if applicable):	/ /
Brief description of the service:	
<p>Lynhales Hall, which is located on the outskirts of the village of Lyonshall, is approached by a long drive and is in a very rural situation. Set in its own extensive grounds, it was originally built as a 'gentleman's residence'. Now modernised and extended, it is a care home with nursing, offering services for up to 47 older men and women with a variety of frailties and associated difficulties. The Home is also registered to provide care for people who are terminally ill.</p> <p>There is information literature describing the service and the front entrance to the home advertises copies of this. Each bedroom has a large print copy of this information and it can be made available in Braille, CD disc or picture form.</p>	

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.
- The previous **key inspection** and the results of any **other visits** that we have made to the service in the last 12mths.
- **Surveys** returned to us by people using the service and from other people with an interest in the service.

What has this told us about the service?

The service 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 an excellent service.

They have told us about the changes they have made since our last key inspection such as redeveloping part of the garden, more training and support for kitchen staff, improved training in dementia care, redecoration of residents rooms and the introduction of systems to help maintain and improve on the quality of the service provided. A lot of these changes have come about from listening to their residents and their carers. They have a variety of ways of making sure they capture people's views including formal meetings, working parties and questionnaires.

People who live there tell us that staff listen to them, act on their wishes and are always available when they need them. They told us they particularly liked the meals with one commenting 'I enjoy these very much'. We received 3 responses from residents and they all know who to speak to and what to do if they are not happy about something.

Health professionals have told us that resident's privacy and dignity is respected and that staff have the right skills and experience to meet needs appropriately. Staff who work at the home tell us that their training is very good and it helps them in their job. They also tell us that the homes management are good at offering them support.

There are clear plans for how the home plans to improve of the next twelve months. We are always told about important things that have happened in the home since we

did our last key inspection and they have shown that they have managed issues well. We have received 1 complaint which we referred to the provider who handled it appropriately. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

In his response to this report the provider told us that the service has achieved the quality assurance award ISO 9001/2000 and that a member of staff has recently gained a BSC in Dementia care from Bradford University. These are further indications of the service continuing to build on what it has already achieved.

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 10 April 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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