



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: 10/04/2010

Name of inspector: Christine Potter
Date of this annual service review: 10th April 2009

Information about the service

Address of service: Lynhales Hall Nursing Home
Lyonshall
Herefordshire
HR5 3LN

Telephone number: 01544 340642

Fax number:

Email address: megfallon@lynhales.co.uk

Provider web address: www.lynhales.co.uk

Name of registered provider(s): Lynhales Hall Nursing Home Limited

Name of registered manager (if applicable): Margaret Fallon

Categories of registration: Care Home

Conditions of registration: OP 67
DE 67
PD 67

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: New extension increasing the occupancy levels from 47 to 67

Date of last key inspection: 10/04/07

Date of last annual service review (if applicable): 01/07/08

Brief description of the service:

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 67 older men and women with a variety of frailties and associated difficulties. There is information literature describing the service available in the front entrance to the home. Each bedroom has a large print copy of this information and it can be made available in Braille, CD disc or picture form.

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 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 we have 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 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?

Lynhales returned the annual quality assurance assessment (AQAA) when we asked for it. This was very well completed, clear and comprehensive. The AQAA showed that a full assessment is completed for everyone and the service tells us 'individuals are only admitted after a long and thorough assessment process to ensure they can be successfully cared for at the home'.

They told us about how they had met issues relating to Equality and Diversity.

- Policies and procedures are in place and have been recently updated to ensure they reflect current legislation.
- Staff training and development is ongoing to reflect the diversity of the individual. All managerial staff are attending Deprivation of Liberty safeguards training. Regular reviewing of risk assessments reflects older people's choices to allow them to be independent. We have adopted a flexible and creative attitude to managing risk: through person centred care planning our quality control audits promote dynamic approaches to care.
- We continue with a person centred approach to include religious and spiritual needs for residents and families. We have introduced a guide to bereavement and this is given to all residents and families when required. A book of remembrance has been commenced where families can, if they wish record their tributes. We have worked with Hereford PCT to implement end of life care and achieved a commendation from the Gold Standards Framework.

There is evidence that Lynhales is continuing to ensure excellent outcomes for people receiving a service. Care planning continues to be completed in a person-centred way, actively involving people and their supporters. Regular reviews are carried out. Surveys indicate that people are happy with the care provided and that they are given the support they need.

The service tells us that they follow their recruitment procedures in seeking references and completing safety checks to make sure that suitable staff are employed. Staff are given job descriptions and contracts of employment.

The service continues to provide mandatory training and supervision for all staff. All

staff receive annual training in protection of vulnerable adults. The service tells us that 88% of staff are qualified to NVQ level 2 or above.

Lynhales has maintained a consistent and regular service for the people they support.

We, the Commission, have received one complaint in the last year which was referred to the provider and adult protection. The service tells us they received one other complaint and addressed this according to their complaints procedure and within timescales. The outcome of these complaints being not upheld. Surveys confirm that people who use the service would be supported to make a complaint should they need to, and that care staff and relatives would help them to do this.

The last inspection report was very positive, with 0 requirements and 2 recommendations made. The information from the AQAA indicates that these requirements have been met.

The AQAA gave us lots of information about what the service is doing now and what they want to do in the future. The improvements they have made during the last year include

- Policies have been reviewed
- 'The majority targets we set ourselves in the last annual review have been achieved with the exception of a paper free care planning system, this has proved difficult and complex therefore, this idea has been postponed for the time being'.

The service tells us their plans for the future include

- 'From planning permission to the building to the variation in registration of the John Sperry unit putting all the plans into actions to achieve a successful dementia care unit'.
- 'The home will be re-assessed by investors in people during 2009.'
- 'An independent annual review for health and safety is planned for June 2009'
- 'Improve the knowledge and skills of staff through in-house and external training'.

The service is well run by the manager and the proprietor and there is a quality assurance mechanism in place that makes sure that standards are maintained and developed through feedback and monitoring. This helps to safeguard and improve the quality of life for people who use the service. We looked at the information in the AQAA and in the surveys and our judgement is that Lynhales is still providing an excellent service.

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

There will be no change to the inspection plan and will do a key inspection by 10/04/2010.

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.