

## Annual service review

**Name of Service:** North Ferriby Nursing Home

The quality rating for this care home is: two star good service

The rating was made on: 0 4 1 1 2 0 0 8

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:**

Eileen Engelmann

**Date of this annual service review:**

0 4 1 1 2 0 0 9

## Information about the service

Address of service:	High Street North Ferriby East Yorkshire HU14 3JZ
Telephone number:	01482631301
Fax number:	01482631301
Email address:	lucyj@callnetuk.com
Provider web address:	www.northferribynursinghome.co.uk

Name of registered provider(s):	Mr Ian Holden, Mrs Sheila Holden		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
dementia	0	32	
old age, not falling within any other category	0	32	
physical disability	6	32	
terminally ill	0	32	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No		
If yes, what have they been:			

Date of last key inspection:	0	4	1	1	2	0	0	8
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
<p>North Ferriby Nursing Home is able to care for up to 38 residents. The building is Grade II listed and has retained many of the fine features of a period property. There are 30 bedrooms, twenty-two of these are for single occupancy most having en suite facilities. The two rooms at the top floor have a magnificent view of the Humber Bridge and estuary. The home is decorated to a high standard, in a traditional style. There are large, well-kept gardens to the rear of the property. The home is close to the centre of the village and local amenities. There is ample off street parking for visitors.</p> <p>The home is accessible to all service users via use of ramps, a stair lift and vertical passenger lift.</p>

Information about the home can be found in the Statement of Purpose and Service User Guide, copies of these are on display in the entrance of the home and can be obtained from the manager on request.

## **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. 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.

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. 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?

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.

In the past year the service has invested in a robust staff training plan to ensure staff have the skills and knowledge to meet the needs of people using the service. There is a effective staff recruitment plan in place to employ people with the right skills and abilities, and a stable workforce of enthusiastic individuals who enjoy working at the home. A rolling programme of maintenance has ensured that the home is decorated and furnished to a high standard, and provides people with a comfortable place in which to live. The home is consulting with people who use the service, about their care, and this helps to ensure people are satisfied with the service they receive.

As part of our preparation for this report we sent out 10 surveys to people who live in the home and 10 surveys to staff members. We received 9 surveys back from people using the service, some people had assistance from their relatives in completing the questionnaires, and 7 surveys from staff. People living in the home always tell us that they are happy there. People commented that they get the care and support they require, they enjoy the meals provided and have activities that they can take part in on a regular basis. One person said that 'the staff are hard working, professional and caring, nothing is too much trouble for them. The meals are good quality and the chef is very helpful'. Other individuals commented that 'it would be difficult to find a better home' and 'The home is of a good standard and any problems are dealt with quickly and effectively'.

Information from the staff surveys indicates that there are good training and development opportunities for employees and individuals are offered supervision and support by the manager. One member of staff said 'the home ensures people using the service are able to choose what they want to do each day, and sufficient staff are on duty to meet their individual needs'.

We have not had any formal complaints or safeguarding of adult referrals reported to us in the past 12 months. People using the service have told us that they understand the complaints procedure and are confident of using it if necessary.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

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

We are not going to change our inspection plan, and we will carry out a key inspection by 4 November 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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