

Annual service review

Name of Service: WCS - Drayton Court

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

The rating was made on: 3 1 0 3 2 0 0 9

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:

Julie McGarry

Date of this annual service review:

1 2 0 2 2 0 1 0

Information about the service

Address of service:	Cedar Road Camp Hill Nuneaton Warwickshire CV10 9DL
Telephone number:	02476392797
Fax number:	02476393020
Email address:	admin@draytoncourt.f9.co.uk
Provider web address:	

Name of registered provider(s):	WCS Care Group Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	45	0
old age, not falling within any other category	0	45

Conditions of registration:		
The maximum number of service users to be accommodated is 45.		
The registered person may provide the following category of service only: Care Home Only (Code PC) to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Old age not falling within any other category (OP) 45 Dementia (D) 45		
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:	3	1	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Drayton Court is situated next to the church of St Mary and St John in Cedar Road, Nuneaton. It is located approximately 50 yards from the local amenities including post office, chemist, newsagent, supermarket, florist, greengrocer and hairdressing salon.
Drayton Court is located close to Stubbs Park and pool, with water lilies, ducks, swans

and children's play area, all of which are adjacent to a landscaped area, which provides pleasant walks. Drayton Court is a three-storey building, which was comprehensively refurbished in 1997 in order to meet the needs of 45 older people. All corridors are fitted with handrails, all doors are wheelchair accessible and there is a shaft lift to all floors.

The home offers a range of adaptations and equipment, which assist service users in attaining greater independence and promotes their health and safety. All bedrooms are single rooms, 22 having en-suite facilities. All bedrooms have washbasins, call bell systems to call for assistance, central heating, wardrobe and dressing table as standard. Service users can, if they choose, furnish and redecorate their room to their own taste. Telephone points are not fitted in bedrooms, service users wishing to have a telephone can do so at their own cost.

The current scale of charges are £370 - £437 per week. Additional charges are made for taxis, chiropody, hairdressing, newspapers/magazines, toiletries, alcohol, cigarettes and outings/holidays. The fee information given applied at the time of the last inspection; persons may wish to obtain more up to date information from the service.

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 and 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?

The home sent us their annual quality assurance assessment within of the required timescales, the manager completed this. The information in the AQAA was clear and provided us all the information we had asked for.

We looked at the information in the AQAA and our judgment is that the home is still providing a good service and that they have a clear vision of what further improvements they wish to make.

We were told how the home ensures that people who use the service are consulted on things that matter to them. For example, the AQAA tells us that the home has 'Service Users meetings are conducted on a monthly basis by the Home Manager. Views are obtained via comments / complaints / suggestion books which are accessible on each Unit and checked/ actioned by the Home Manager. A residents committee provides a forum for decision making and visit other Homes in the Company. This ensures that the views of people who use our service is promoted and incorporated in everything we do. An Annual Review meeting is held with Service Users/ Relatives/ Stake holders and attended by the Chief Executive and a member of the Board of Directors. Views are sought via questionnaires prior to the meeting. One to one discussions take place regularly with management staff'.

The AQAA tells us that the home has made the following improvements 'provision of a hairdressing room, wide screen TV, portable TV /DVD, menus, improved laundry service, improvement in service of meals, and better dining facilities.'

The medical needs of all the people using the service have been identified and are addressed by the arrangements for the continued health care provided by other professional agencies.

Staff responsible for the administration of medicines have completed the relevant training.

People using the service are encouraged to maintain links with families, friends and the community.

93% of care staff have achieved a minimum of level two in the National Vocational Qualification in care. This should mean that staff should have the necessary skills and knowledge to provide a good standard of support to the people who live there. The AQAA states that no staff are employed without two references and a criminal record check, indicating clear and robust procedures for the recruitment of all staff and volunteers.

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.

We received one completed survey from a staff member, who told us in their survey that they are always given up to date information about the needs of the people they care for. Comments received include

What the home does well: 'Offer a safe secure environment. Offer a warm, happy, relaxed atmosphere. Are person centred and see people as individuals. Treating people with respect / dignity'.

What the home could do better:

"There is room for improvement in every establishment, but nothing springs straight to my mind except trying to perfect the things we already offer',

We received five completed surveys from relatives of people who use the service and surveys from two professionals. Comments included:

'The service given to X by Drayton Court staff is very caring, X gets a very home from home experience'. 'They look after X exceptionally well, and make X feel as though X is a true friend'. ' I have no complaints at all, they look after the residents extremely well'. 'The care and quality of food is excellent'.

The AQAA tells us that all the required policies and procedures are in place.

The service has received seven complaints in the last twelve months, four of which were upheld. The home has not had to make any referrals to the local authority for investigation under the safeguarding of vulnerable adults protocols.

We have looked at all the information available to us and in our judgment the service continues to provide a good service.

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

We are not going to change our inspection plan.

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

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

Our duty to regulate social care services is set out in the Care Standards Act 2000. The content of which can be found on our website.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a copy of the findings in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.