

Random inspection report

Care homes for older people

Name:	The Old Deanery
Address:	Deanery Hill Bocking Braintree Essex CM7 5SR

The quality rating for this care home is:	three star excellent service
The rating was made on:	

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.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:
Ray Finney	1 8 0 5 2 0 1 0

Information about the care home

Name of care home:	The Old Deanery
Address:	Deanery Hill Bocking Braintree Essex CM7 5SR
Telephone number:	01376328600
Fax number:	01376344278
Email address:	
Provider web address:	

Name of registered provider(s):	Anglia Retirement Homes Limited
Name of registered manager (if applicable)	
Mr Clive Ansell-Jones	
Type of registration:	care home
Number of places registered:	93

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	93	0
old age, not falling within any other category	0	93
physical disability	93	0

Conditions of registration:								
The maximum number of service users who can be accommodated is: 93.								
The registered person may provide the following categories 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 - Code OP. Dementia - Code DE. Physical disability - Code PD.								
Date of last inspection								

Brief description of the care home

The Old Deanery is a large listed building with a new extension. The home is on three floors and offers single bedroom accommodation, with the exception of one companion room. All of the bedrooms with the exception of one have en-suite facilities. The home offers care and accommodation for up to 93 adults.

The home is set in large gardens with an enclosed courtyard. Car parking is available and security gates are provided at the entrance to the home.

The Old Deanery is situated in the village of Bocking, which is within easy reach of the town of Braintree and surrounding facilities. There is furnished accommodation, for independent living, in a two bedroomed flat on the third floor. Clear criteria are set out with regard to the tenancy and a separate contract states that tenants access to the home is limited to flat access only, unless invited to visit. Tenants only receive housekeeping provision.

Information about the services provided by The Old Deanery may be obtained from the home. Copies of the latest inspection reports are available at the home or on the Care Quality Commission website.

The home charges between £443 and £729 for the service they provide. This information was given to us in May 2009.

What we found:

During this random inspection we carried out a tour of the premises, examined documentation such as care plans and the home's Statement of Purpose and Service User Guide . We spoke to people living in the home and members of staff and we observed how staff interact with people.

We were made welcome on the day of the inspection by the manager and staff team. Our observations during the day and information examined confirmed that the Old Deanery continues to provide an excellent service for the people who live there.

What the care home does well:

People using the service express a high level of satisfaction with the Old Deanery. One relative who completed a survey told us, "care and attention given to residents is excellent. Activity programme is varied and very well organised by the activity team. Trips out and entertainment is very good. Staff are friendly and welcoming".

The Old Deanery continues to have an appropriate process in place for dealing with concerns and complaints. Minor concerns are dealt with as and when they arise and our observations on the day of the inspection confirmed that the manager and staff team take time to listen to people and reassure them.

The Old Deanery continues to provide an excellent environment for the people who live there. Despite the large size of the home there are ample quiet areas and the environment is well designed to be comfortable and homely. The home is clean, spacious, well decorated, well maintained and furnished to a high standard. There are a range of facilities including quiet lounges, three separate dining areas and a 'bistro' where visitors can access a range of drinks and snacks.

The home is surrounded by spacious grounds and has well tended gardens with ample seating areas. There is an extensive barbecue area and the manager explained that relatives and friends are invited to join residents when they have barbecues and the social occasions are well attended and enjoyed by everyone.

We observed that staff evidently know the people living in the home well. They carry out their role efficiently and are polite and courteous towards residents and visitors.

The Old Deanery has a robust Quality Assurance process in place that takes into account the views of residents and their relatives. Surveys are sent out and the information received is collated into a report and used to plan improvements for the home. The manager explained that they have set up a support network called 'Relatively Speaking' so that relatives of people living in the home have a forum to share their concerns, discuss their feelings and seek guidance.

The Old Deanery is well-managed in the interests of people living there.

What they could do better:

The service should continue with its commitment to ongoing development and

improvement.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Reader Information

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Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

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