



Making Social Care
Better for People

Inspecting for Better Lives

Annual Service Review

Name of Service: Nightingale House (105 Nightingale Lane)

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: 29/10/09

Name of inspector: Sharon Newman Date of this annual service review:

Sharon Newman 14th October 2008

Information about the service

Address of service: 105 Nightingale Lane London SW12 8NB
Telephone number: 020 8673 3495
Fax number: 020 8675 2258
Email address:
Provider web address: www.nightingalehouse.org.uk

Name of registered provider(s): Nightingale House
Name of registered manager (if applicable): Soobhug Awatar
Categories of registration: OP (253) both
DE (253) both

Conditions of registration:

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: 29/10/07

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

Brief description of the service:

Nightingale is a large home providing care for older people who are Jewish or of the Jewish faith.

The home has a large activities department and a therapies department which provides occupational therapy and physiotherapy. Other facilities include a synagogue, concert hall and landscaped gardens.

Fees vary according to the care package required.

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:

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

The AQAA (annual quality assurance assessment) which is a self assessment of the service

The previous key inspection report.

The response to our previous report from the home.

We also had a telephone conversation with the Director of Nursing (Manager).

The Director of Nursing also sent us information including: how they have been responding to SOVA issues and falls, quality assurance information, details about how the home has been improving on areas it highlighted in the last AQAA and details of their strategic plans for the future.

What has this told us about the service?

The previous key inspection assessed this home as providing an excellent service and only four requirements were set as a result of this inspection .

We were sent an AQAA (annual quality assurance assessment) which was comprehensively completed by the Director of Nursing. We also had a telephone discussion with him and he sent us comprehensive information about the home as outlined above.

We have been notified of a number of SOVA (safeguarding vulnerable adults) incidents this year. The home has followed the London Borough of Wandsworth's SOVA Procedures and has referred these cases to them for investigation. Where SOVA's have involved falls/fractures the Director of Nursing said that these have been monitored closely to see what safeguards can be put in place. The home has a falls task force which monitors and audits falls, and they have informed us that they are working with a fall nurse specialist and that people who fall are referred to their GP for assessment.

The AQAA tells us that staff receive training on dealing with challenging behaviours. Also SOVA training is offered to staff both in-house and through Wandsworth Social Services.

The home calls in the assistance of appropriate external bodies when it has any concerns. For example a series of small fires at the home this year prompted the management to seek the advice of the Police and Fire Department. The home has also offered a reward through Crimestoppers for any information. The Director of Nursing also told us that extra security is now in place.

The Director of Nursing reported that the home has been addressing the areas requiring improvement that they highlighted in last years AQAA. He said that quality assurance at the home was ongoing and they have recently had a board meeting with senior staff to agree the areas they should look at. Also, he told us that the Clinical

Governance Board continues to meet. Minutes of the quality assurance group tell us that audits are carried out on care plans and medication administration charts. Activities and human resources are also areas that this group has looked at. We have been sent a copy of their quality assurance report which looks at areas including: activities, pharmacy and care plans.

The home has also sent us information about their Palliative Care Strategy and is being funded by the London Borough of Wandsworth for the Gold Standard framework. Staff have been attending training in this area.

A purpose built forty-bedded dementia unit is planned to be built over the next five years and the Director of Nursing said he is looking forward to this development. A management re-structure has also taken place and a management Away Day is planned at the end of this year.

He also informed us that the home has now changed catering contractors to improve the service to the people who live here.

The AQAA tells us that "Nightingale delivers effective, efficient and extremely high standards of care to the elders of the Jewish community using a person centred approach ..."

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

We will do a key inspection by 29th October 2009.

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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Helpline:

Telephone: 0845 015 0120 or 0191 233 3323

Textphone: 0845 015 2255 or 0191 233 3588

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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