Care Quality Commission

Annual service review

Name of Service:	63 Eton Avenue

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

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:	Date of this annual service review:							
Andreas Schwarz	2	4	1	1	2	0	0	9

Information about the service

Address of service:	63 Eton Avenue North Wembley Middlesex HA0 3AZ
Telephone number:	02087828629
Fax number:	02089020933
Email address:	
Provider web address:	

Name of registered provider(s):	First Choice Care Services	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
learning disability	3	0

Conditions of registration:
The maximum number of service users who can be accommodated is: 3
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: Learning disability - Code LD

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

Brief description of the service
First Choice Care Services is a private company providing care and accommodation for adults with learning disabilities within Brent. 63 Eton Avenue is situated in a quiet residential area of Sudbury, close to shops, local transport and a range of leisure facilities. The house is a three bedroom two storey detached property. There is one en-suite bedroom, large kitchen, lounge /dining room, toilet and spacious conservatory on the ground floor. There are two single bedrooms, bathroom, a staff sleeping in room and office on the first floor. A well-kept garden is to the rear of the property. There is currently one vacancy in the home. There is restricted parking to the front of the house

with space for two cars on the drive. Fees and charges can be obtained from the registered manager or registered provider 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 on 10th November 2008.
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.

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.
The home told us about the following improvements they have made in the past twelve months.
- The website of the First Choice Care Services has been made more accessible, ensuring that better information for prospective people using the service is provided.
- The overall record keeping has improved, which made the audit of peoples involvement much easier.
- A wider and more person centred support is provided, enabling people using the service to access the community.
- The home has implemented a service users and stakeholders survey, which provides more opportunities to raise concerns about the care provided.
- The home did not receive any complaints since the last Annual Service Review.
- The home has undertaken annual Criminal Records Bureaus checks for all staff.
The home told us about improvements they are planning to implement in the next twelve months.
- The home is planning to get people using the service referred to advocacy services.
- Contracts issued to people using the service to be up dated and changed into a more user-friendly format.
- To purchase a computer software, which helps the home to make documents, policies, procedures and records more user-friendly.
- The home plans to provide an information pack for people using service about services and local community groups. This would enable people using the service to take more part in community based activities.
- Weekly menus to be reviewed more frequently, which greater service users input.
- Easier access for staff training and development opportunities.
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 will do a key inspection by 1st 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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