Annual service review

Name of Service:	Nottingham Neurodisability Service Hucknall - Millwood

The quality rating for this care home is:	two star good service							
The rating was made on:	1	8	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?	Yes

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:							
Lesley Allison-White	1	1	0	3	2	0	1	0

Information about the service

Address of service:	Hankin Street Hucknall Nottingham NG15 7RR
Telephone number:	01159680202
Fax number:	01159642747
Email address:	sandra.horton@fshc.co.uk
Provider web address:	

Name of registered provider(s):	Four Seasons Homes (Ilkeston) Ltd
Name of registered manager (if applicable)	

Mr Ian David Banks		
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
physical disability	22	0

Conditions of registration:
Nottingham Neurodisability Service Hucknall - Millwood is registered to provide personal care with nursing to male and female service users who fall within the following categories :- Physical Disability (PD) 22
The maximum number of persons to be accommodated at the Nottingham Neurodisability Service Hucknall - Millwood is 22

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
If yes, what have they been:	New registered manager Ian Banks on 14/01/2010

Date of last key inspection:	1	8	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Millwood care home provides personal care and accommodation for 20 younger adults who have an acquired traumatic brain injury. The home is owned by Four Seasons, which is run as a small business. The home is one of 3 registered homes on the same

site located in a residential area of Hucknall. It is close to shops, pubs, the post office and other amenities. The home was opened in 1995 and consists of a purpose built 2-storey building. All of the home's bedrooms are single occupancy, and 11 of the bedrooms have en-suite facilities. Bedrooms are located on 2 floors and there is a passenger lift to access the first floor. The home has a small patio area and there is ample car parking space available. The fees currently charged at the home range from £1,514.10 per week to £2,200.00 per week. Special care and 1 to 1 care is at the cost of £20.00 per hour. These costs do not include the costs of hairdressing, toiletries and chiropody.

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 or 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 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 service sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us the information we asked for.

However, when we looked at the information, we found that the information did not reflect an accurate picture of the number of concerns on the unit including someone missing over night, a medication error and four people with money going missing. There has also been an on-going safeguarding allegation and following an investigation should be resolved soon with help from external agencies. These issues will be addressed as part of the on-going quality assurance monitoring of the service.

Comments returned from the surveys sent to people on Millwood included: 'Due to the severity of my condition relatives made the decisions for me to move to this home'.

'Relatives decided if the home was right for me prior to my admission.'

'I was not asked about moving into this home'.

'I was not given information about if the home was right for me.'

'There is no transport to do what I like at the weekend and it gets me down.'

'I am well fed and I receive a shower daily.'

'I would like to get out and about more.'

'My family would represent me if I had any complaints'.

'I am aware of how to make a compliant.'

'I am happy and settled within the home'.

'Daily activities include art and craft and outings, I attend social functions and relax with the television and music'.

Someone commented that the home could do better: with food, bedding, activities and care staff.

For some people they had 'No capacity' as stated by a Nurse. Many people said that they completed the survey with help from family or staff.

The AQAA acknowledges that the unit uses agency staff but has been trying to have their own regular staff and in particular nursing staff.

The recent changes in the management structure may have lead to an unsettled environment at Millwood. However, they will continue to work with us to maintain good standards.

What are we going to do as a result of this annual service review?
The next inspection of this service will be based on the assessment of risk of the service. Further clarity will become evident as the new registration and inspection system under the Health and Social Care Act 2008 is confirmed. We can inspect a service at any time.

Reader Information

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