Care Quality Commission

Annual service review

Name of Service:	Callum House

The quality rating for this care home is:	two star good service							
The rating was made on:	0	7	0	1	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:							
James O'Hara	1	7	1	2	2	0	0	9

Information about the service

Address of service:	26 The Drive Coulsdon Surrey CR5 2BL
Telephone number:	02086604379
Fax number:	F/P02086604379
Email address:	oregoncareltd@btinternet.com
Provider web address:	

Name of registered provider(s):	Oregon Care Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
learning disability	7	0

Conditions of registration:
The number of service users who can be accommodated is: 7
The registered person may provide the following category of service only Care Home Only (CRH - 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:	0	7	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Callum House is a detached seven-bedded care home registered to provide social care to seven adults who have learning disabilities. Located in a residential area of Coulsdon it is well placed for access to local transport links and amenities. There is a spacious lounge, dining room, kitchen and utility room. There are sufficient numbers of bathroom/shower and toilet facilities. There is a large rear garden with a barbeque area and patio. More detailed information about the services provided at Callum House can be found in the Statement of Purpose and Service User Guide.

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:

The annual quality assurance assessment that was sent to us by the service. The annual quality assurance assessment 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.

We also spoke on the telephone to the registered manager about the service.

What has this told us about the service?

The registered manager told us in the annual quality assurance assessment that;

They have improved on maintaince issues, tasks are being completed in shorter timescales. The outside of the property is being maintained on a regular basis.

They now provide in house mandatory training for staff twice a year.

The registered manager told us that they have attended training on the Deprivation of Liberty Act.

In the next twelve months they plan to,

Ensure that all services users have a full time table which suits their individual wants/needs.

Encourage service users to develop more personal care skills.

Modernise the home.

The registered providers and managers have kept Commission informed about things that have happened in the service.

They received two complaints in the last twelve months. They told us that the complaints had been resolved within 28 days.

The Care Quality Commission has not received any complaints about the service.

There were two safeguarding referrals in October. Croydon Social Services Safeguarding team investigated the referrals. Following the first investigation a member of staff was dismissed and refferred to the Independent Safeguarding Authorities Barring list.

The second safeguarding referral is still under investigation however two members of staff have been dismissed and refferred to the Independent Safeguarding Authorities Barring list. This referral related to staffs professional conduct, staff behaviour towards each other and not towards service users.

The registered providers have acted according to Croydon Social Services Safeguarding procedures and are supporting the Safeguarding team with the investigation. They have made arrangements to ensure that there are enough staff on duty at the service to support the people that live there. However we have concerns about the recruitment of staff and the services procedures on whistleblowing.

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

We are going to change our inspection plan and will do a key inspection by the 31st of May 2010. However we can inspect the service at any time if we have any concerns about the quality of the service or the safety of the people using the service.

Reader Information

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