Annual service review

Name of Service:	2, Saxon Close

The quality rating for this care home is:	two star good service							
The rating was made on:	2	7	0	2	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:							
Rachel Geary	0	9	0	2	2	0	1	0

Information about the service

Address of service:	2, Saxon Close Flitwick Bedfordshire MK45 1UT
Telephone number:	01525720170
Fax number:	
Email address:	noemail-3/7/07
Provider web address:	www.macintyrecharity.org

Name of registered provider(s):	MacIntyre Care	
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
learning disability	6	0

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:	2	7	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
2, Saxon Close is a residential care home which provides long-term care to six people with learning disabilities. The home was purpose built in 1998. MacIntyre care, which is a voluntary organisation, operates the home. The accommodation consists of five single bedrooms, two bathrooms, and one separate toilet on the first floor. The ground floor has a bedroom with en-suite facilities, one separate toilet, a small quiet room, and a large lounge. An office combined with staff sleeping in room is also situated on the ground floor. There is a conservatory and a large rear garden with two summerhouses and a green house. The home is within walking distance of the town centre and its shops. There is an area for parking, and easy access to buses and trains.

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 some numerical information about the service.

Surveys returned to us by people using the service and from other people with an interest in the service.

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.

What other people have told us about the service.

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 most of the information we asked for. However the information provided was sometimes brief or had not been completed fully.

We received 4 completed surveys back from people living in the home and 4 from staff who work at the home. People living at the home told us that the home helps to promote their independence, to make their own choices, that staff look after them and that nice food is provided. They also told us that more staff were needed on each shift.

Staff told us that the home 'works really well to listen to and try to meet the wishes of each individual we support' and 'we have a strong team and do all pull together to give (people living in the home) a safe and pleasant home to be in'. They also said that staff struggle to find enough time to carry out their allocated tasks as well as giving one to one support to people living in the home.

There was insufficient information in the AQAA to show that this had been identified as a problem by the temporary manager, so we are not clear how this concern is being managed.

The home continues to let us know about things that have happened since our last key inspection however this is not always done when it should be. For example we received a notification dated 7.1.10 about the registered manager temporarily moving to another service. However the notification recorded that she had been gone since 30.11.09. The Care Quality Commission expects to be told about such absences before they happen. We have been told that the registered manager is likely to be absent from the home for 5 months and that a manager from another MacIntyre Care service is overseeing the service at 2 Saxon Close. The registered provider is reminded that

registration is not currently transferable from one service to another, and that it is an offence under section 11 of the Care Standards Act 2000 for a person to manage an establishment without being registered with the Care Quality Commission (the CQC) in respect of it.

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

The next key inspection for this service is due by 26th February 2012. However, we will keep the service under review and may decide to bring our next inspection forward 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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