Care Quality Commission

Annual service review

Name of Service:	Brownrigg

The quality rating for this care home is:	two star good service							
The rating was made on:	1	0	1	2	2	0	0	8

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:							
Gwyneth Bryant	0	3	1	2	2	0	0	9

Information about the service

Address of service:	Borers Arms Road Copthorne West Sussex RH10 3LH
Telephone number:	01342716946
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Alliance Home Care (Learning Disabilities) Ltd
Name of registered manager (if applicable)	

Mrs Pamela Edwina May Andrew		
Conditions of registration:		
Category(ies) :	Number of places (if applicable): Under 65	Over 65
learning disability	6	0

Conditions of registration:
The maximum number of service users who can be accommodated is : 6
The registered person may provide the following category of service only: Care home only - 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 - 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:	1	0	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Brownrigg is registered with the Commission for Social Care Inspection to provide personal care for up to six people who have learning disabilities. (Category LD). The establishment is a detached two storey building set in its own grounds in Copthorne, West Sussex and is close to local shops, churches and transport. There are electric entrance gates installed at the entrance of the property. The service is privately owned

by Alliance Homecare (Learning Disability) Limited. The responsible individual on behalf of the company is Mr A Dahya. There is no registered manager at present. The range of fees for current service users is 5000 pounds to 6250 pounds per month depending levels of need.

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.

* 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.

* Surveys returned to us by people using the service and from other people with an interest in 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 all the information we asked for. It had been thoroughly completed and gave us detailed information on all parts of the service, in addition to some numerical information. The previous inspection was completed on 10 December 2008 and no requirements or recommendations were made as a result of that inspection.

The home has said that it is good at getting feedback from people living in the home and their relatives and supporters, through written survey, resident meetings and informally. They have acted on these comments by exploring other holiday options and assisting residents to compile a 'wish list'.

Since December 2008 the service has regularly reported significant events that have happened in the care home, as they are required to do. Care plans are regularly reviewed to make sure they are up to date and service users are consulted on the contents ensuring they have a say in how their care is delivered. The AQAA states that the ethos of the home is a 'can do' approach. There is a key worker system in place and there is a person centred approach to care which ensures the outcomes for residents remain good.

The home has received four complaints in the last twelve months of which two were upheld and all were addressed within the 28 day timescale and in line with the services policies and procedures. Five residents returned surveys as did five carers and overall all comments were positive. Residents comments included statements such as 'I am happy living in the Brownrigg house' 'staff supports me' 'the manager and staff help

and support'. Comments from staff included 'I have all the support I need and the management gives you support for all your queries and questions' and 'gives you the feeling of a nice place to live and work'. A less positive comment in a staff survey was that the home should consider the rising cost of living for staff and give pay rises accordingly.

There is an on-going programme of renewal and maintenance and in the last twelve months improvements included redecorating the kitchen and the outside of the property.
Of the 12 care staff seven have achieved National Vocational Qualifications at level in care, therefore the home exceeds the required 50% of staff with this qualification. In addition to mandatory training the home also provides staff training relevant to residents needs which includes Autism, Managing challenging behaviour, Report writing, Conflict management, Diversity and equal opportunities.
Recruitment procedures are robust and the manager is now registered with the Care Quality Commission and has the required qualifications and experience.
The AQAA identified some areas where they need to continue to make improvements to all aspects of the service via the quality monitoring systems. The home has a range of policies and procedures pertaining to the running of the home that are regularly reviewed as part of the quality monitoring process.
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 where improvements need to be made.

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 10 December 2011.
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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