

Annual service review

Name of Service: Polesworth Group Laurel End

The quality rating for this care home is: three star excellent service

The rating was made on: 1 9 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? 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:**

Patricia Flanagan 2 9 1 2 2 0 0 9

Information about the service

Address of service:	Laurel Avenue Polesworth Tamworth Staffordshire B78 1LT
Telephone number:	01827898523
Fax number:	01827892500
Email address:	enquiries@polesworthhomes.co.uk
Provider web address:	

Name of registered provider(s):	Polesworth Group Homes Limited
Name of registered manager (if applicable)	

Mrs Jane Millington	
Conditions of registration:	
Category(ies) :	Number of places (if applicable): Under 65 Over 65
learning disability	9 0

Conditions of registration:

The maximum number of service users who can be accommodated is: 9

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 (LD) 9

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:	1	9	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Laurel End is part of Polesworth Group Homes, which was established as a Limited Company in June 1991 with the aim of providing accommodation and support to adults with learning disabilities. The home cares for nine service users with medium to high levels of need, including two service users with physical disabilities as well as learning

disabilities. The home is a large detached dormer bungalow in extensive grounds sited discreetly on the edge of Polesworth. It offers seven single and one double bedroom. On the ground floor there are the shared facilities of a large conservatory and kitchen, dining room, lounge, laundry and bathroom. The bathroom is fully adapted to meet the disability needs with a walk-in shower and Parker bath.

There are five bedrooms and a staff office also situated on the ground floor. On the first floor, extensions to the dormer roof space have created one double and three single bedrooms, one of which is a staff sleep in room. There is also another large bathroom with shower facility on this floor. Four bedrooms also have en-suite facilities. The Company's offices and training room are based in the converted and extended former garages adjacent to the home. Land to the rear is used for an outdoor bowling green and agricultural and smallholding use where much of the fresh fruit, vegetables and eggs provided to all of the care homes in the Company is produced.

The current scale of charges is available on request from the registered provider. Additional costs that have to be met by service users include toiletries, outings, holiday spending money and hairdressing.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at the information that we have received since the last Annual Service Review.

This included:

The Annual Quality Assurance Assessment (AQAA) that was sent to us by the service within the requested time. The AQAA is a self assessment that focuses on how well outcomes are being met for the people using the service. The AQAA is a legal requirement; it also gives us some numerical information about the service.

The previous inspection report of 19 February 2009.

What the service has told us about the things that have occurred in the service these are 'notifications' and are a legal requirement.

What other people have told us through their surveys. We received five surveys from people living at Laurel End, five from their relatives and seven from staff.

What has this told us about the service?

The home sent us their annual quality assurance assessment within the required timescales; the home manager completed this. The information in the AQAA was clear and provided us with all of the information we asked for.

We were told how the home ensures that people who use the service are consulted on things that matter to them. For example, The AQAA tells us;

- Monthly visits by Directors who complete Regulation 26 forms which are filed at our registered premises where inspectors can see them if they wish.
- Six monthly reviews are held with each service user and are recorded in an appropriate format.
- The Chief Executive holds quarterly meetings with service users without staff being present. These meetings are recorded.
- Annual quality assurance service user questionnaires are provided in an appropriate format.
- Staff report daily to the Registered Manager any issues or requests from service users.
- Each service user has a key worker who spends quality time promoting their views and special interests.
- A service user participates in the recruitment and selection of care staff.

- All of the above enable the Registered Manager to collate service users' views and information on what they want the service to provide.

They told us of changes they have made as a result of listening to people. This includes;

- We have facilitated parties for special occasions and funded entertainment as requested by service users. During consultation with the service users, they asked if these parties could be held during the day, rather than evening; we have therefore arranged for parties this year to be organised for daytime hours.
- We have purchased a new barbeque as requested by service users. In addition, the service users requested to be able to make a hot drink whilst in the summer house and we have connected electricity to the summer house this year.
- As a result of consultation we have organised holidays tailor-made for individuals. In addition we have organised day trips and weekends away as requested. These have been for periods of 5 and 3 days in line with service user needs and choices

They told us how they had met Equality and Diversity. This includes;

- All of our policies and procedures promote equality and diversity.
- The policy on Equal Opportunities states that staff are selected purely according to their relevant merits and abilities and that the same principles apply when the Company works with service users, their families and workers from other agencies.
- Each member of staff is provided with their own copy of the policies and procedures.
- All new staff undertake extensive induction training covering the Common Induction Standards and complete the Learning Disability Qualification for induction.

The AQAA tells they have not received any complaints in the last twelve months. People told us in the surveys that they know who to speak to if they have any concerns. No complaints have been made to us about the service.

The service tells us that they follow their recruitment procedures in seeking references and completing safety checks to make sure that suitable staff are employed. Staff also confirmed this process in their surveys.

We were told that 13 care staff have achieved a minimum of level two in the National Vocational Qualification (NVQ) in care. This means that staff should have the necessary skills and knowledge to provide a good standard of support to the people who live there.

We received five completed surveys from people who live at the home. They told us they are treated well and can usually make decisions about what they do each day. Comments included:

"I enjoyed my holiday."

"The house is clean."

"I would like more photos of me for my room."

"I like the meals."

"I like watching tv"

"I like my food."

"I am happy with my room and it is even better now I have a flat screen tv on the wall."

"The meals are very good, I have asked for liver and oily fish and staff have bought this for me."

We received five completed surveys from relatives of people who live at Laurel End. They told us they are satisfied with the care provided at the home. Additional comments made included:

"Home is always magnificent to deal with on any subject regarding my relative. Nothing is ever too much trouble. The home is always clean and tidy and run in a professional manner."

"The welfare of our relative is very important to our family - this they do very well."

We received four completed surveys from staff who work at the home. They told us they are given up to date information about the needs of people and feel there are enough staff available to meet those needs. Comments included;

"We only administer medication after very strict training."

"All staff work very well as a team."

"The home sets very high standards to meeting the needs of each and every service user. We provide a homely atmosphere."

"The service helps the individual's health and well being and promotes independence."

We have looked at all the information available to us and in our judgement the service continues to provide an excellent service.

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 19 February 2012. 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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