

Annual service review

Name of Service: Helen Ley Court

The quality rating for this care home is: two star good service

The rating was made on: 0 3 1 1 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:

Yvette Delaney

Date of this annual service review:

3 0 1 1 2 0 0 9

Information about the service

Address of service:	Bericote Road Blackdown Leamington Spa Warwickshire CV32 6QP
Telephone number:	01926313550
Fax number:	01926888972
Email address:	cstevens@helenley.org.uk
Provider web address:	www.mssociety.org.uk

Name of registered provider(s):	Multiple Sclerosis Society		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
physical disability	10	0	
Conditions of registration:			
The maximum number of service users who can be accommodated is:	10		
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: Physical disability (PD) 10			
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:	None		

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

Brief description of the service
Helen Ley Court is a purpose-built home for 10 residents with physical disabilities who have Multiple Sclerosis. The building is owned by the MS Society, who are responsible for the management and upkeep of the home.
Residents are accommodated in self-contained apartments with en-suite bathroom and small kitchenette. There is a shared lounge/dining room that can be partitioned off to make two separate areas. There are extensive gardens for the Centre and a private

courtyard for the residents of Helen Ley Court. The home is situated on a country road between Leamington Spa and Kenilworth, amid fields and sports grounds.

Fees for accommodation in the home range from 588 pounds to 723 pounds. Additional costs for hairdressing, toiletries, papers and magazines, continence aids, some activities and transport have to be met by residents.

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 home, 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?

Helen Ley Court sent us their annual quality assurance assessment (AQAA) which gave us information about what they are doing now and what they want to do in the future. It was returned within the timescale required. The AQAA offered us information to show the varied services, innovations and quality of services provided by the home. The manager is fully aware that they must continue to look at ways to improve the service they offer. We were told how the home ensures that people who use the service are consulted on things that matter to them: Residents are invited to attend monthly residents meetings where all residents are encouraged to offer opinions and make suggestions for improvements in the home. The manager has an 'open door' policy for residents to visit her office or ask to see her in their apartment. Residents care plans are negotiated and signed by them, These are based on people's ability. Continued consultation takes place with residents about any possible changes to working practices in the home. Resident satisfaction survey's are completed by resident's or a volunteer on behalf of a less able resident and sent anonymously to the MS Society for analysis. The information gained is used to make improvements in the home. Regulation 26 visit information contains details of conversations with residents. Informal discussions take place between residents and staff around the dining table or over a cup of coffee or tea.

As a result of listening to people the home has let us know what changes have been made, these include: Shopping for tea-time provisions based on resident's personal preferences. Planned music therapy sessions, which take place every Friday morning. We were told that the sessions are eagerly anticipated and participated in by both residents and staff. Negotiating for part-time ancillary staff to work in the kitchen and laundry. This will give staff more time to spend with people living in the home.

The home has made the following changes in the last 12 months: Ten bathrooms have been refurbished to provide a wheel-in shower area and more appropriately appointed toilet and sink. Bedrooms have been redecorated to the preference and taste of residents for example residents were supported to choose the colour scheme for their

bedroom. The kitchenette areas in all ten apartments have been refurbished and floor to ceiling storage fitted. Overhead hoists have been extended into residents bathrooms. Shower chairs, specific to the needs of each resident have been purchased for example some of the chairs are self-propelling and are able to tilt. Other changes planned by the home include: Employing a part-time ancillary worker for the kitchen and laundry each day to enable care staff to make more efficient use of their time, skills and resources. This will help to enhance the care and support given to people who live in the home. Using the large bathroom in the home which has been made redundant for storage at the suggestion of residents. Residents who prefer to have a bath are able to use the bathroom in the Respite centre. Discussing with residents the introduction of a formal menu for teatime which will provide varied and more interesting meal choices. Residents have said that a formal menu would be a good idea as long as they can have other choices outside of the menu suggestions if they wish.

In the area of Equality and Diversity the home told us that: Staff are given a full explanation of the home's expectations related to equality and diversity at their interview. All care staff undertake NVQ training which covers equality and diversity Robust policies regarding equality and diversity are in place and updated Residents are supported to attend religious services of their choice at churches of their choice Staff attended a recognised Equality and Diversity training course during the past year. Issues related to equality and diversity are discussed in reflective practice sessions at staff meetings. The home manager is a 'Dignity Champion' and has attended the Department of Health Conference on Dignity in Care Campaign and will leading the development of staff in this area

They told us in their AQAA how they have improved in the last twelve months, which include: Improving the quality of the environment and making sure that the Court was more user-friendly and accessible for residents. Providing staff with training related to meeting the needs of people living in the home. Reviewing practices and procedures in the home and updating these as appropriate. Involving residents in interviewing new staff. Providing a wet room for residents, which they can access easily. Supporting residents to attend weekly Holy Communion, and church services on a Sunday. Supporting the wishes of individual resident's to engage and invite guests from Helen Ley House for a takeaway meal Supporting residents to use the home bus, providing a driver and an escort if required for trips. The home is also able to access known wheelchair taxis for residents wishing to go out on their own Making sure that all staff have the minimum of level 2 National Vocational Qualification (NVQ) in care. Some staff have been supported to achieve qualifications above this level for their post Reviewing the complaints' procedure with residents and updated policies and procedures regarding complaints and protection. The ongoing development of staff and resident understanding of Multiple Sclerosis (MS) through information printed by MS Society and attending a MS in the Community Course.

They told us in their AQAA about the plans they have for the next twelve months. They will: Develop a role for ancillary staff to work in the kitchen and laundry. This will mean that the working practices and role of care staff can be reviewed so that care staff can spend more time meeting the care needs of residents. Plan training opportunities for residents to understand their condition better Continue to find MS related training for all staff Develop a noticeboard in the lounge which relives what residents have done through photographs and artwork and other items of interest. Develop relatives groups to help support decisions about changes in the home both in care practices and

planning social events. This will also help to involve relatives more in the residents' daily and social lives Support and involve residents in gardening projects, which includes growing edible items in the Courtyard. The home told us that strawberries were grown this year. Present a case for financing a new call bell system for the home. Look for further development and training opportunities for staff. Work towards an excellent CQC rating.

We have not had access to any service user or staff questionnaires for this review of the service. However people living at have previously told us at inspections that they are happy with the services they receive. The Home has a stable staff team. All staff receive training and 100 percent of care staff have achieved an NVQ (National Vocational Qualification) level 2 or above in social care. The home manager has remained totally committed to developing Helen Ley Court, and to providing a safe, happy and supportive environment for residents. Staff have been retained and new staff bring a fresh approach and interest to the Unit.

The manager continues to let us know about things that have happened since our last inspection and they show that they have managed issues well. The home works well with the Care Quality Commission and have shown us that their service continues to provide good outcomes for the people who use it.

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

We have looked at the information available to us including the AQAA and we are satisfied the home is still providing good outcomes for people using the service. We are not going to change our inspection plan and will do a key inspection by 3 November 2010. 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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