

Annual service review

Name of Service: The Hermitage

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

The rating was made on: 1 1 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:

Sam Doku

Date of this annual service review:

2 1 1 2 2 0 0 9

Information about the service

Address of service:	The Hermitage Ravine Terrace Roker Sunderland SR6 9LZ
Telephone number:	01915677958
Fax number:	F/P
Email address:	
Provider web address:	

Name of registered provider(s):	Education and Services for People with Autism Limited
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Conditions of registration:

Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

learning disability	7	0
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sensory impairment	3	0
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Conditions of registration:

The maximum number of service users who can be accommodated is: 7

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 - Code LD, maximum number of places: 7 Sensory Impairment - Code SI, maximum number of places: 3

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:

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

Brief description of the service

The Hermitage is a large, detached house close to the seafront at Roker beach and next to Roker Park. It is set on a short private road and has secure parking on a gated driveway. The house has a large, sheltered back garden. It is close to many local amenities including shops, supermarket, restaurants, parks, and local transport.

The Hermitage provides 7 spacious bedrooms for the people who live here. All the bedrooms have en-suite bathrooms with bath, shower and toilet. The accommodation is over 3 floors. Bedrooms are on the first floor and second floors.

On the ground floor the house provides 2 spacious lounge/dining rooms, a large lobby lounge and a sunroom at the rear. The ground floor area also accommodates the staff sleep-in room.

The home is not intended to accommodate people with mobility needs and this is outlined in the Statement of Purpose. There is good access into and around the ground floor and there is a WC that is suitable for any visitors who use a wheelchair.

Most of the residents previously lived in another care home operated by ESPA, which had become too small for their needs. ESPA purchased The Hermitage to provide more spacious and improved accommodation for the people who live here. The manager and staff team also transferred to the new service and this supported the smooth transition of residents to their new home.

The scale of charges for the residents is between 67,964.00 and 104,640.00 Pounds per year.

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

What did we do for this annual service review?

For this annual service review, we looked at all the information that we have received, or asked for, since the last key inspection on 11/12/2008. The Annual Quality Assurance Assessment (AQAA) that was sent to us by the Manager of the home contained good information. The AQAA is a self-assessment document that focuses on how well outcomes are being met for people using this service. Information we have about how the home has managed any complaints or safeguarding adults referrals.

What the staff told us in the "staff questionnaires" that were received.

No service user questionnaires were returned by the residents.

What the home has told us about things that have happened there. These are called 'notifications', and are a legal requirements.

What has this told us about the service?

The Manager of the home sent us an annual quality assurance assessment (AQAA) when we asked for it. The AQAA was received in time for this annual service review to take place. We looked at the information in the AQAA and our judgment, based on the information given, is that the home continues to provide excellent service. The Manager knows what further improvements they need to make, and she has identified these in the AQAA. These include:

To produce a pre-assessment questionnaires and risk assessment that is person-centred which prospective service users can understand and be more involved.

All service users to have person-centred Health Action plan to be completed prior to assessment.

Staff training to be further enhanced to include Signlong, End of Life policy and health and safety training.

Improve on community links in order for the service users to have access to more leisure activity.

Organise regular service user meetings.

One staff member expressed concerns about the high turnover of staff, and feels that the provider should pay attention to the views of the manager of the home.

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

The details in the AQAA, staff comments tell us that the home continues to provide excellent service that is managed by a competent manager and a dedicated team of staff. All health and safety issues are regularly reviewed, including training in this respect. The home will receive another a key inspection in the inspection year of 2010/2011.

Reader Information

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