

Annual service review

Name of Service: Ashgate Cottage

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

The rating was made on:

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:

Hilary Stewart

Date of this annual service review:

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Information about the service

Address of service:	Beresford Park Sunderland Tyne & Wear SR2 7JU
Telephone number:	01915657907
Fax number:	
Email address:	ashgatecottage@tawas.org.uk
Provider web address:	

Name of registered provider(s):	North East Autism Society
Name of registered manager (if applicable)	

Mrs Jill Richardson		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	3	0

Conditions of registration:	
The maximum number of service users who can be accommodated is: 3	
The registered person may provide the following category of service only: Care Home - Code PC To service users of the following gender: Either Whose primary care needs on admission to the home are within the following category: Learning Disability - Code LD, 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
If yes, what have they been:	

Date of last key inspection:								
Date of last annual service review (if applicable):								

Brief description of the service
Ashgate is small bungalow near to the town centre of Sunderland. It has been converted in to a care home for three people who have autism specific needs. The home is on a residential street where the society already has another residential home. The society is a member of the local Resident?s Association.

The accommodation includes:

Entrance porch and hall

Lounge

Dining kitchen

Laundry

Three bedrooms

Bathroom

Shower room

Staff/sleep in room

There is a laundry which is accessed through the kitchen. The home is close to public transport and local; services. The home charges from £690.96p to £787.13p per week.

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 on 18th December 2008. 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, if they have had any.
- 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.
- 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 all of the information we asked for.

We looked at the information in the AQAA and our judgment is that the home is still providing a good service and that they know what further improvements they need to make.

Information from the manager indicates that the home is managed in a way that shows that the views of the people who use the service are listened to and taken seriously. The manager told us that they listen to the people and they have made changes in the service as a result of this. One example of this is that they intend to develop share point and IT systems within the homes. The aim of this is to improve communication between parents, residents and internal communications. Another is that they now circulate a newsletter.

The manager said that each person has a care plan and a person centered plan where they have recorded their future plans and aspirations. They are reviewed every four months to make sure they provide the staff with up to date accurate information so they know how to provide the people at the home with good care.

The home has a complaints procedure in place and would respond to any complaints made quickly. This means that any problems are resolved and people are satisfied with the outcome. The manager said that there had not been any complaints made about the service since the last key inspection. There have not been any safeguarding issues.

All staff are vetted before they can start to work at the home.

Staff are given training in how to keep the people safe and all have either achieved or are in the process of completing vocational qualifications. The manager said that fire checks, health and safety audits and risk assessments are carried out regularly.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

Since we carried out our last inspection we have not received any information about this service that gives cause for concern and would make us think that the current quality rating is not accurate.

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 18th 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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