

## Annual service review

Name of Service: Inverthorne

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

The rating was made on: 1 6 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:

Janine Smith

Date of this annual service review:

1 7 1 1 2 0 0 9

## Information about the service

Address of service:	20 Thornholme Road Sunderland SR2 7QG
Telephone number:	01915145853
Fax number:	
Email address:	
Provider web address:	

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

Mr Michael John Ross		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0
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	6	1	2	2	0	0	8
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
<p>Inverthorne is a care home for 4 younger adults with Autism Spectrum Disorder. It is owned and managed by the Tyne &amp; Wear Autistic Society (TAWAS).</p> <p>Inverthorne is a semi-detached family house set on a main road near the City centre of Sunderland. There is a small driveway and garage to the front of the house and a garden to the rear. The home has an open hallway, off which there are a pleasant dining room, large lounge and large kitchen/diner. There is also one bedroom on the ground floor and a toilet. On the first floor there are 3 bedrooms, the bathroom and a games room. There is also a staff sleep-in room which doubles as a small office.</p> <p>The home is indistinguishable from similar surrounding family properties. It is next door to two other small homes operated by TAWAS. The same registered manager</p>

manages the three small homes. The house does not offer accommodation for people with mobility needs, though visitors with such needs could access the ground floor.

The home is near to the City centre shops, pubs and sports centres. Residents also have use of a family-sized vehicle for their transport.

The weekly fee depends upon contractual arrangements with each placing local authority.

## **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. We looked at surveys returned to us by people using the service. We looked at information we have about how the service has managed any complaint. We looked at what the service has told us about things that have happened in the service, these are called notifications and are a legal requirement. We reviewed the previous key inspection and the results of any other visits that we have made to the service in the last 12 months and relevant information from other organisations and 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 generally gave us all the information we asked for. 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 what further improvements they need to make. They are carrying out regular surveys to find out what the people in the home think about the service they receive. They also have regular meetings with them. They are introducing more computer technology into the home, which they feel will help staff and service users to communicate more effectively. This will help staff to have a clearer picture of what service users want.

About sixty per cent of the staff have obtained a National Vocational Qualification and the rest are currently undertaking this training. They are also arranging training about new legislation.

Surveys were received from service users, who were helped by staff to complete the survey. They told us that they are well cared for.

The manager has told us that since the last inspection, they have recruited new staff, but have found that the recruitment process is very lengthy leading to delays in getting staff into post. They are looking at ways to try to reduce the length of time it takes to recruit staff.

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.

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 15th 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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