

Annual service review

Name of Service: 237 Courthouse Road

The quality rating for this care home is:	two star good service							
The rating was made on:	2	2	0	8	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:	Date of this annual service review:							
Helen Dickens	1	6	0	7	2	0	0	9

Information about the service

Address of service:	237 Courthouse Road Maidenhead Berkshire SL6 6HF
Telephone number:	01628625457
Fax number:	
Email address:	courthouse.rd@owl-housing.org
Provider web address:	

Name of registered provider(s):	Owl Housing Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0

Conditions of registration:

The maximum number of service users to be accommodated is 4.

The registered person may provide the following category/ies of service only: Care home only - (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).

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	The organisation has reconfigured the management arrangements for some of their local homes in this area, and a new manager was appointed to 237 Courthouse Road in November 2009. She is currently in the process of applying to be Registered with CQC.
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Date of last key inspection:	2	2	0	8	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
237 Courthouse Road provides accommodation and care to four residents who have a learning disability. The proprietors of the home are Owl Housing Limited. The home is a domestic style four bedrooomed detached house in a residential area of Maidenhead.

It is situated near to local shops and the town centre with easy access to the M4 and M40. Accommodation is provided in single bedrooms on the ground and first floor. There is a lounge with dining facilities for residents on the ground floor. There is a large well kept rear garden and car parking to the front of the house. The home is staffed by a team which comprises of a manager, deputy manager and support workers. Current fees start from 1,512.00 per person 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 or annual service review. This included:

The annual quality assurance assessment (AQAA) that was returned 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.

Responses to any surveys we sent out.

Information we have about how the service has managed any complaints.

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 including those who commission this service on behalf of social services clients.

What other people have told us about the service.

A telephone interview with the new manager and the service manager on 16th July 2009.

What has this told us about the service?

The AQAA stated that the following improvements have been made in the last 12 months:

-More leisure activities are available for residents, including more one to one support for an activity of their choice.

-More staff time has been made available for activities in the evenings and at weekends.

-Linkworker meetings now take place each month.

-More work has been done to develop the summer house in the garden, which provides another alternative to the home's lounge.

The AQAA stated the dates when various policies and procedures were reviewed and some of these were queried by the inspector. The manager and service manager agreed to send an up-dated list which contained more recent review dates.

There were two Recommendations made at the last inspection on 22nd August 2008, and the manager said these had now been met. No Statutory Requirements were made at that time.

A variety of surveys were sent to the manager to give out, including to residents, relatives, staff, and health and social care professionals. Three were returned. One was from a relative who ticked that the service 'Always' met the needs of their relative, and that care staff 'Always' had the right skills and experience to look after people properly. They added that their relative '...seems very happy there, and they take her out to various things she enjoys.'

Two staff surveys were returned. They both confirmed that they had undergone proper recruitment checks before starting work, and would know what to do if anyone had concerns about the care service. They had more mixed opinions on the level of support they received, and whether methods of communication worked well in the home. On the subject of meeting the diverse needs of residents, one ticked they 'Always' had enough support, experience and knowledge to meet the different needs of people who live at the home, and the other ticked 'Sometimes.'

A fourth survey was returned after the draft report had been sent out. This was from a health professional who made some very positive comments about the home, including 'In general, Courthouse Road is a fantastic service provider, providing excellent care to the diverse service users they have.'

There have been no complaints to the home or to the Commission in the last 12 months, and one safeguarding vulnerable adults issue has been reported. This has now been satisfactorily concluded.

The previous report concluded that 'The home is well managed and quality assurance arrangements ensure residents' needs and views are taken into account.'

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

This Annual Service Review was carried out on 16th July, 2009. We are not going to change our inspection schedule and will carry out a Key Inspection by 21st August, 2010.

Reader Information

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