

## Annual service review

Name of Service: Homeoaks

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

The rating was made on: 2 7 0 1 2 0 0 9

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:

Claire Farrier

Date of this annual service review:

2 8 0 1 2 0 1 0

## Information about the service

Address of service:	71 Lytham Avenue South Oxhey Watford Hertfordshire WD1 6XA
Telephone number:	02084211873
Fax number:	02084211873
Email address:	mford@watfordmencap.org.uk
Provider web address:	

Name of registered provider(s):	Watford and District Mencap	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	7	7
physical disability	7	0

Conditions of registration:		
This home may accommodate people with a physical disability (when associated with a learning disability).		
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:	2	7	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
<p>Homeoaks is a purpose built bungalow providing care for seven adults with learning and physical disabilities. The home, which is owned by Hertfordshire County Council, is run by Watford and District Mencap and was opened in 1995 to accommodate a group of service users who had previously lived in a long stay hospital. All the bedrooms are single, and none have en-suite facilities. The home is situated at the end of a cul-de-sac adjacent to a well established housing estate on one side and fields on the other. It is surrounded by good sized gardens and has ample parking space at the front. Carpenters Park railway station and shops are close by and the local bus service gives easy access to Watford town centre.</p>

The Statement of Purpose and Service Users Guide provide information about the home for referring professionals and prospective clients. The current charges were not available at the time of this inspection so please contact the provider for this information.

## **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. Surveys returned to us by people who use the service and by the staff who work in the home.

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.

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 the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing an excellent service and that they know what further improvements they need to make.

People living in the home always tell us that they are happy there. The staff are aware of each person's individual needs and preferences, and they support them to make appropriate choices and decisions about their lives in the home. We received surveys from five people who live in the home. They all gave positive responses to the questions about their lives in the home and the support they receive. They said that the carers listen to them and act on what they say. One person said that what the home does well is, "Parties." Two people said that the dinners are good. Everyone said that they are happy in the home, but one person said that they would like, "More games in the evenings." We also received surveys and comments from two relatives of people who live in the home. They were very complimentary about the care provided for their relatives, and said that the staff make them feel welcome and supported when they visit. One person said, "At the moment we cannot think of anything that would improve the service our relative already gets."

The last inspection report and the information in AQAA shows that the ethos of the home is that it is the home of the residents, and the staff support them to live their lives as they wish to and to make their own decisions about every aspect of their lives in the home. The AQAA states, "The team are willing to embrace new ideas, undertake training to develop themselves which will help develop the service users living in the home and ensure high standard of support." People are actively encouraged to make their views known in their monthly residents meetings, or in My Time with their keyworkers. As a result of listening to people who live in the home, the staff rotas have been changed. Staff now work alternate weekends as people wanted to do more at weekends, and staff also have flexible single shifts to facilitate resident led activities. The AQAA stated that a new resident at Homeoaks has had difficulties remembering their way around. The staff have found picture based information to help the person to

settle into the home and reduce their confusion. Four people are members of the organisation's user group, which is the steering group that gathers information and discusses issues around the organisation's aims and objectives.

The two staff who completed surveys feel happy and supported in their work in the home. One person said, "We work well as a team and give the best care we can to all residents." However both the surveys commented that more permanent staff are needed, so that they do not have to rely on agency staff. In the AQAA the manager recognised this, and said that the reliance on agency staff is a barrier to improvement in the service, as they are not pro-active on taking keyworker roles and planning care. She has addressed this by, "Utilising the staff we have and maintaining good communication within the team. Ensuring at all agency staff have a good induction, work along side permanent staff until they have built up a relationship with the service users and are confident and competent in the care they provide."

The home has appropriate procedures for dealing with complaints and for safeguarding vulnerable people. There have been no complaints or safeguarding concerns during the last 12 months.

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. The home works well with us and have shown us that their service continues to provide excellent outcomes for the people who use it.

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

We can inspect Homeoaks at any time if we have concerns about the care, welfare or safety of people living there. There is currently nothing to indicate that an inspection is required in the immediate future. We are not going to change our inspection plan, and will do a key inspection by 26th January 2012, unless information is received that suggests an earlier one is necessary.

As with all care services, information will continue to be gathered over the intervening period. Homeoaks' performance will be subject to a process of continual assessment and evaluation in the light of any information received, with appropriate regulatory action being taken as indicated.

## Reader Information

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