

Annual service review

Name of Service: Beech Lodge - Deaf-initely Independent

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

The rating was made on: 0 4 1 1 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:

Martin Brown

Date of this annual service review:

2 1 1 0 2 0 0 9

Information about the service

Address of service:	28 Warwick New Road Leamington Spa Warwickshire CV32 5JJ
Telephone number:	01926337743
Fax number:	01926337743
Email address:	di@leamspa282.freemove.co.uk
Provider web address:	

Name of registered provider(s):	Deaf-initely Independent		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
learning disability	18	0	
physical disability	18	0	
sensory impairment	18	0	
Conditions of registration:			
All service users must have a learning disability and a hearing disability.			
The home may also provide care for one person over the age of 65 who is named in the application for variation dated 28th October 2005.			
The maximum number of service users to be accommodated is:18			
The registered person may provide the following category of service only:Care home only- code PC To service users of the following gender Both Whose primary care needs on admission to the home are within the following categories-Learning disability -code LD Physical disability- code PD. Sensory impairment SI.			
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes		
If yes, what have they been:	Beech Lodge has doubled in size, owing to Beech Lodge and the adjacent 'sister' home, Chestnut Lodge, now being registered as one service, instead of two, as previously.		

Date of last key inspection:	0	4	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Beech Lodge is a voluntary organisation that provides 24-hour personal care for eighteen adults who are deaf and also have a learning disability. It consists of two adjacent large detached houses, which were formerly registered separately, but were registered as one service in 2009. While the two properties are nominally separate, with their own dining etc facilities, residents 'pop' in to visit each other and staff. Fees per person per week range from £812 to £996. There may be extra charges in respect of transport, holidays, activities and equipment.

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. 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.

What other people have told us about the service.

What has this told us about the service?

The AQAA returned by the service in a timely manner gave a good picture of the service as it currently operates, including improvements to the environment, and extensions of social activities and amenities.

The service was last inspected in November 2008, when it received a 'good' rating. Then, the service was divided into two, Beech and Chestnut, covering the two adjacent and similar, but separate, buildings. Since that inspection, the service has combined into one registerable service. Consequently, Beech Lodge is effectively twice the size it was previously. Chestnut Lodge, which is now part of Beech Lodge, had previously been inspected at the same time, and had also received a good rating.

Since the last inspection, there has been one allegation from a former member of staff concerning events and practices at the home. This member of staff was subject to a police investigation following the theft of monies, and was subsequently dismissed for gross misconduct, with a Protection Of Vulnerable Adults referral being made under safeguarding procedures. The manager advised that no resident suffered a loss of monies through this incident.

The service also notified us of a medication error and associated poor practice, which resulted in disciplinary action for the member of staff concerned.

There have been no complaints received about this service, and the service advised that they have received no complaints, or any other safeguarding issues, other than the one referred to above.

Two relatives of people living at the home were contacted by phone and both continue to be very pleased with the service. "Excellent support", "no problem with communication", and "can't praise them enough" were typical comments, with particular praise for support through health concerns, for the current staff, and for helping extend people's activities, skills, and social horizons.

Management and relatives spoke enthusiastically about past and forthcoming holidays and other social activities, and relatives spoke of how the service supports all aspects of people's lives and how it is open and inclusive.

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

We are not going to change our inspection plan, and currently expect to do a key inspection by November 2011. However we may 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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