

Annual service review

Name of Service: ANA Treatment Centre

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

The rating was made on: 1 3 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:

Annie Kentfield

Date of this annual service review:

0 5 1 1 2 0 0 9

Information about the service

Address of service:	Waterworks Road Farlington Portsmouth Hampshire PO6 1NJ
Telephone number:	02392373433
Fax number:	02392373434
Email address:	
Provider web address:	

Name of registered provider(s):	ANA Treatment Centres Ltd
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
past or present alcohol dependence	29	0
past or present drug dependence	29	0
mental disorder, excluding learning disability or dementia	29	0

Conditions of registration:	
The maximum number of service users to be accommodated is 29.	
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: Past or present drug problem - D Past or present alcohol problem - A Mental disorder, excluding learning disability or dementia - MD	
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:	change of manager

Date of last key inspection:	1	3	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

ANA Treatment Centre is a residential treatment centre for drug and alcohol addiction. It is registered as a care home providing support and accommodation for up to 29 service users. The service is located in a residential area of Farlington about two miles to the northwest of Portsmouth city. The property is a large two storey detached building with accommodation arranged over two floors, all but two of the rooms being for single occupancy. Communal areas comprise a large main lounge and a quiet lounge that can also be used for meetings, two small group rooms and a dining room. There are bath/shower rooms and toilets on both floors. Outside at the rear is a large enclosed garden laid to lawn with fruit trees. There is a patio area and seating available to those who use the service. Off road parking is available at the side of the building. The service provides a structured rehabilitation programme and further details can be found on the organisation website www.anatreatmentcentres.com. Details of fees and other charges are available from the service.

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 using the service and from other people with an interest in 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 service 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. The AQAA provided lots of evidence to demonstrate that the views of people who use the service are promoted and incorporated into what they do. For example, the AQAA stated that the following changes have been made as a result of listening to service users: 'Changes in the catering provision to in house services that have improved choice and quality of meals.' 'We have introduced Tai Chi, summer BBQ's, therapeutic drumming workshops, and plan to install a fish pond.' 'We have refurbished the lounge to make it brighter and more homely and increased the availability of family conferencing and simplified the benefits service.'

The information in the AQAA also demonstrated that equality and diversity are promoted and incorporated into the practice of the service. The AQAA stated: 'We have up to date policies and procedures and a client charter about equality issues and acceptable behaviour.' 'There is flexibility in our therapeutic programme to incorporate cultural and religious needs.' The AQAA stated that the service is person centred and individual needs and preferences are agreed in consultation with the service users. The AQAA told us that the service plan to extend diversity training for all staff who work in the service.

The AQAA told us that the service has not received any complaints. The responsible

individual told us that the service has a complaints procedure and action is taken to ensure that people using the service are aware of and know how to feedback any concerns, comments or issues.

We received surveys from 3 health and social care professionals who have contact with the service and from one member of staff. All comments about the service are positive. We asked people 'what does the service do well?' People told us: 'The admission and assessment process is excellent and the service is welcoming and clients give us positive feedback.' 'The counselling team are very strong and achieve well in engaging clients in the process of change.' 'They provide comprehensive progress reports.' 'They treat each service user with dignity and respect and are always friendly, courteous and polite.'

We also asked people if there is anything the service could do better. People told us: 'Provide more opportunities for clients to acquire life skills in the first stage.' 'More structure especially at weekends.'

The survey from a member of staff told us that they receive enough training that is relevant to their role and helps them understand the needs of people using the service. The person also told us: 'Good environment with caring staff.' Under 'what could the home do better?' we were told that sometimes the home needs more staff on duty, especially at night.

Although we did not receive any surveys from people using the service we were told by a health and social care professional: 'Although not all service users have completed their programmes, over the last 5 years, all service users gave positive feedback regarding their treatment whilst residing there.'

The service have told us that they are in the process of appointing a new manager. The service are now aware that any events in the home affecting people using the service must be notified to us under Regulation 37 of the Care Homes Regulations 2001. The responsible individual has told us that the service has downloaded the guidance on Regulation 37 and making 'notifications', from the commission website.

The service works 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. 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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