

Annual service review

Name of Service:	Derwent View
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The quality rating for this care home is:	three star excellent service								
The rating was made on:	1	1	0	3	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
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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:								
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Name of inspector:	Date of this annual service review:								
Janet Morrow	2	4	0	2	2	0	1	0	

Information about the service

Address of service:	Dorset Street Chaddesden Derbyshire DE21 6EB
Telephone number:	01332616162
Fax number:	
Email address:	lee.flint@qualitycare-em.co.uk
Provider web address:	

Name of registered provider(s):	Quality Care (EM) Ltd
Name of registered manager (if applicable)	

Mrs Julie Allen		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	18	0
physical disability	18	0

Conditions of registration:	
Derwent View Care Home is registered to provide accommodation and personal care to service users whose primary care needs fall within the following categories:- Learning Disability (LD) 18 Physical Disability (PD) 18	
The maxim number of persons to be accommodated at Derwent View Care Home within the categories/combined categories LD or PD is 18	
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	1	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Derwent View is a purpose built care service. It is situated in the residential area of Chaddesden, a suburb of Derby, close to local shops, public houses and bus routes. The building comprises three separate bungalows each accommodating six people. All

bedrooms are en-suite with showers and there is an additional bathroom in each bungalow. There is a fully fitted kitchen in each bungalow and service users can be involved in meal preparation if they wish. There is a garden area with seating for outdoor use.

The service provides care and support for up to eighteen people aged 18 years - 65 years with a learning or physical disability. Service users have opportunities to take part in daily living and social activities, and have the opportunity to develop a more independent lifestyle. Support services are in place with a choice of GP, optician and dentist. Community psychiatric nurses, occupational therapists, physiotherapists and dietician are accessed as required. Staff training takes place to inform and enable staff to care for and support service users appropriately.

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 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 detailed and gave us all the information we asked for. 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 statistical and numerical information about the service. It was completed in sufficient depth to allow judgements to be made.

We looked at the information in the AQAA and our judgement is that the service is still providing a good service.

We received comments from one person using the service, two staff and two relatives. People using the service always tell us that they are happy there and that they are cared for properly. One person said the service 'looks after me really well'.

Relatives also praised the care; one commented their relative 'has a much fuller life and is cared for so well' and another said 'the support staff are brilliant, they encourage independence' and 'they are very caring and make Derwent View feel like home'. It also said 'it is like one big happy family and I cannot praise them enough'.

Staff liked working at Derwent View. One survey said how 'happy I am working in such a loving and supportive environment' and described the service as 'happy'. Another survey described it as 'outstanding'.

The AQQA stated that thirty-nine of fifty-four care staff had achieved a National Vocational Qualification (NVQ) at Level 2 or above. Both staff surveys received

responded that they received relevant training. A relatives' survey described the service as an 'experienced, specialist, autistic' service.

There had been one concern reported to the Care Quality Commission in the past year, which the service had responded to appropriately. There had been no complaints made directly to the Commission since the last inspection visit in March 2009. The AQAA stated that no complaints had been received in the service in the last twelve months. All surveys from people using the service and from relatives responded that they knew how to make a complaint and all confirmed that issues raised were properly addressed.

The service had a clear management structure and a staff survey commented that there was 'a good team in our staff and management'. The AQAA stated that policies and procedures had been reviewed in 2009 and all maintenance checks were up to date.

We have not received any information from any other agency about Derwent View that would affect our inspection plan.

There are no ongoing concerns about the quality of care that Derwent View offers, and a review of the documentation that has been received does not highlight any issues that need to be immediately addressed.

The service 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 10th March 2012.

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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