

## Annual service review

**Name of Service:** Sudbury Care Homes 67 Sudbury Avenue

The quality rating for this care home is:	three star excellent service								
The rating was made on:	0	5	1	2	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:

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<b>Name of inspector:</b>	<b>Date of this annual service review:</b>								
Andreas Schwarz	2	7	1	0	2	0	0	9	

## Information about the service

Address of service:	67 Sudbury Avenue Wembley Middlesex HA0 3AW
Telephone number:	02089225138
Fax number:	02089227873
Email address:	sudburyhomes@hotmail.co.uk
Provider web address:	

Name of registered provider(s):	Mrs Danalutchmee Tyahooa		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
learning disability	5	0	
Conditions of registration:			
The maximum number of service users who can be accommodated is:	5		
The registered person may provide the following category of service only: Care Home only - Code 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 - Code LD			
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:	0	5	1	2	2	0	0	8
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
The home is owned and run by Mrs Tyahooa. It is a three storey-terraced house in a residential area of North Wembley. The company is trading under the name of Sudbury Care Homes Ltd and has a second home in Stanmore. The home is situated about 5 minutes walk from North Wembley train station and East Lane where buses are available to Wembley and to Harrow. There is parking for about two cars in front of the home and there is additional parking on the road. The home also states in its statement of purpose that it provides its own transport for people using the service to go shopping and attend day centres. There is a large park opposite the home. There

are some shopping facilities on East lane and more extensive shopping facilities and local amenities are available in Wembley or Harrow. The home is registered for five service users with learning disabilities and has currently no vacancy. Accommodation is in single bedrooms.  
Charges and fees can be obtained from the registered manager on request.

## 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. Due to industrial actions by the Royal Mail we did not receive the surveys in time for this report.
- 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 on 15 December 2008 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 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 a good service and that they know what further improvements they need to make.

The home told us in their AQAA, that they have made the following changes after listening to people using the service.

People using the service requested to go to different pub's as supposed to their 'local' pub.

The home told us in their AQAA of the following improvements they have made since the last key inspection (15/12/2008).

- The home has updated their brochure, which ensures that prospective people using the service receive up to date information about the service provided.
  - The home updated together with people using the service guidance on personal care and house chores.
  - The home supports people to take part in work placements in local colleges, which has built their confidence.
  - Records are available in user friendly formats.
  - The home has updated the complaints form, which is now available in a user friendly format enabling people using the service to express clearer the satisfaction and dissatisfaction about the home.
  - The home has received two complaints since the key inspection in December 2008, which have been resolved and investigated by the homes' manager.
  - People using the service have been encouraged to take part in a risk assessment workshop.
  - The home has ten staff employed, six staff have relevant qualifications in care.
- 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. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

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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 December 2011.

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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