

Annual service review

Name of Service: Holly Tree Lodge

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

The rating was made on: 0 6 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:

Neil Fernando

Date of this annual service review:

1 9 1 1 2 0 0 9

Information about the service

Address of service:	122 Spring Road Kempston Bedfordshire MK42 8NB
Telephone number:	01234266391
Fax number:	
Email address:	adal361@aol.com
Provider web address:	

Name of registered provider(s):	Dr Saravanamuttu Sivapalan, Mrs Sarojini Sivapalan
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	14	0

Conditions of registration:

Service users at 01.08.03 with a physical disability may continue to be accommodated whilst their needs can be met, No further service users with mobility problems may be admitted without suitable adaptations to the building.

The manager must complete an NVQ 4 in care by 31 December 2005.

Up to 7 service users may also be over the age of 65 years

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:	0	6	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Holly Tree Lodge is a care home registered for up to 14 adults who have a learning disability, some of whom also have physical disabilities. To improve the rooms available for residents, the home has reduced the use of shared rooms and now accommodates up to 11 people.

The registration provides for younger adults and also for seven residents of retirement age. The home also provides day care for the majority of residents. The home is

situated in a pleasant residential area of Kempston, close to local amenities and a short car journey away from Bedford town centre. The accommodation comprises a main building for nine people. Three bungalows designed to promote a more independent lifestyle are located in the grounds.

The bedrooms in the main house are situated on each of the two floors and access to the first floor is via a staircase. A stair lift is also available. Each floor has a bathing facility that has been refurbished. The shower on the ground floor has also been adapted for use by people with physical disabilities.

A copy of the service user's guide and last inspection report from the Commission for Social Care Inspection is available at the home, for prospective residents and visitors to read. The fees for this home vary between £500 and £1050, depending on the funding source and individual needs of the residents.

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.

This includes:

The annual quality assurance assessment that was sent to us by the Manager. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gives us some numerical information about the service.

Surveys returned to us by people in residence and staff working at the home.

Information we have about how the service has managed any complaints including safeguarding matters.

What the home has told us about things that have happened in the service; these are called 'Notifications' and are a legal requirement.

We also make use of any other information received about the service since our last key inspection; this could be from health and social care professionals, representatives and other stakeholders.

The last key inspection and the results of any subsequent visits to the home in the last 12 months.

What has this told us about the service?

The Manager sent us their annual quality assurance assessment (AQAA) when we asked for it. It is clear and gives us the information we have asked for.

Staff are proactive to ensure that the views of residents are listened to and acted upon. The AQAA tells us 'At Holly Tree Lodge we use forums such as residents meetings, suggestion box and general social discussions with all residents to obtain information on what residents would like or be unhappy about. This is recorded and acted upon. We send out annual surveys to service users, staff, families/friends and health & social professionals. This will give us important information for quality assurance. Complaints and compliments are both logged and we have a robust complaints procedure. Since our last Inspection there have been no complaints.

Annual reviews are carried out involving the placing authority, resident, relatives, keyworker and other professionals. This is to ensure that identified needs are being addressed and unmet needs, closely monitored. The manager tells 'We are proud of the information and paperwork we have on a easy to read format with pictures if necessary so it is easier for everyone to understand'. Residents have the opportunity to attend Advocacy Alliance meetings and two residents are members of Advocacy Alliance.

Responding to 'What our service does well?', the manager states 'The service puts the health, safety and welfare of service users and staff first. We work well especially within the remit of Valuing People White Paper supporting all service users to lead their life with dignity, privacy, inclusion, choice and value at all times'.

The Manager is aware of what needs to be done, in order to improve the service. Our

judgment based on the information available is that the home is still providing a good quality service to its residents.

To date, we have received completed surveys from 8 residents and 3 staff. Positive comments from residents include: 'Staff help us when we need help', 'Friendly and open to my visitors', 'Staff take me to the town for lunch and buy me new clothes' and 'The staff and residents are very good'. One resident suggested 'More singing, fish tank in the living room and bench outside'. Examples of comments from staff are: 'The manager and staff take very good care of residents, always taking time to listen to their needs', 'The training is excellent, always updated' and 'We work well as a team'.

The staff have continued to inform us about any significant incidents that have happened in the home, as required by regulation.

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

We can inspect this service at any time, if we have concerns about the care and welfare of any residents, or the operation of the home. There is currently no evidence to suggest that an inspection is required in the near future.

Our plan is to do another annual service review by 19 November 2010 and a key inspection by 4 November 2011, unless information is received to trigger an earlier inspection.

Reader Information

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