

## Annual service review

Name of Service: Averlea

The quality rating for this care home is:	two star good service								
The rating was made on:	0	3	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

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:	Date of this annual service review:								
Michael Dennis	1	6	0	2	2	0	1	0	

## Information about the service

Address of service:	Fore Street Polgooth St Austell Cornwall PL26 7BP
Telephone number:	0172666892
Fax number:	
Email address:	averleahome@aol.com
Provider web address:	

Name of registered provider(s):	Mrs Julia Evely, Mr David Evely	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	4
old age, not falling within any other category	0	14

Conditions of registration:		
Service users to include up to 14 adults of old age (OP)		
Service users to include up to 4 adults aged over 65 with dementia (DE)		
Total number of service users not to exceed a maximum of 14		
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	3	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Averlea offers accommodation and personal care for up to fourteen Service Users (Old age, not falling within any other category) and to include up to four Service Users who have Dementia and are over 65 years of age. Averlea is situated centrally in the small village of Polgooth approximately five miles from St. Austell. There is a small shop and post office within walking distance from the home. Accommodation is provided on two levels, with a stair lift to the first floor. There is an assisted bathroom on the ground

floor. There are patio areas to the front and rear of the building. The home offers a limited number of day care places, often from the local community so that Service Users can keep in touch with the local community. Meals on wheels are provided from the Home and the Proprietors operate a Domiciliary Care independently from the Home. There is a small car park to the front of the home. Due to the central location of the Home, there are often visitors from the local community who know several of the Service Users

## **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?

This 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. We looked at the information in the AQAA and our judgement is that the care home is still providing a good service and that they know what further improvements they need to make. The AQAA told us that the service continued to forge strong links with the families of the people that live there, and ensured that the information is shared as appropriate to make a transparent service. The AQAA informed us that Staff training remains a priority. Reviews of policies and procedures occur. The Care Quality Commission have not received any complaints about this service. The AQAA told us that there has been one safeguarding alert in the past twelve months. The care 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. We received 4 surveys from this service. The majority of comments were positive and included, They provide good personal care, They do everything well, could not do anything more, I am well satisfied with the care and understanding I get here at Averlea, The food is good. We were also told that an extra member of staff would be useful and that more activities could be provided.

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 03/03/2012. 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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