

Annual service review

Name of Service: Oakview

The quality rating for this care home is:	two star good service								
The rating was made on:	1	7	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:	Date of this annual service review:								
Fiona Bryan	1	1	1	2	2	0	0	9	

Information about the service

Address of service:	19 Oakwood Avenue Gatley Stockport Cheshire SK8 4LR
Telephone number:	0161-4910106
Fax number:	F/P01614910106
Email address:	assrafally@hotmail.com
Provider web address:	

Name of registered provider(s):	Mr Mohedeen Assrafally, Mrs Bibi Toridah Assrafally
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	0	3
mental disorder, excluding learning disability or dementia	0	12

Conditions of registration:

Service users can be under the age of 65 years but not under the age of 50 years in both categories 12 MD(E) and 3 DE(E).

The home is registered for a maximum of 12 service users to include: *up to 12 service users in the category MD(E) (Mental Disorder over 65 years of age). *up to 3 service users in the category of DE(E) (Dementia over 65 years of age).

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:	1	7	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Oakview is a care home owned by Mr and Mrs Assrafally and managed by Mrs Assrafally. The home can accommodate 12 older people who may have or had a mental health problem and including up to three people with a dementia type illness. The home is semi-detached with lounge, dining room, kitchen, bathrooms, toilets and

four bedrooms on the ground floor; and two bathrooms and six bedrooms (two of which are shared) on the first floor. There is no passenger lift between floors.

The home is located in the Gatley area of Stockport and is close to local shops and other amenities, such as cafes, restaurants, public houses, banks and post office. There are churches of most denominations, a library and a selection of health centres, dentists and opticians. Motorway network and public transport are easily accessible.

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 included:

The annual quality assurance assessment (AQAA) that was sent to us by the service. This was looked at and the information provided taken into account. The AQAA is a self-assessment that informs us about outcomes for people who use the service. As well as other information, it also tells us what the service has done within the previous 12 months, what they think they are doing well and how they could develop and their plans to do so in the next 12 months.

Surveys were provided to people who use the service and to staff working at the home.

We looked at information we have about how the service has managed any complaints. We considered what the service has told us about things that have happened in the service. These are called "notifications" and are a legal requirement.

We looked at the history of the service by reflecting on previous inspection outcomes.

Any other relevant information from other organisations was considered along with what other people have told us about the service.

What has this told us about the service?

The home sent us their AQAA. The assessment 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 their plans for further improvement are over the next 12 months.

Five surveys were returned by people living at the home and five staff surveys were returned. These confirmed that people were, in the main satisfied with the overall quality of care provided. People said they always or usually got the personal care, medical care and support they needed and staff always or usually listened and acted on what they said. Comments included "They take me to all my appointments, they give me nice meals and give me care and support", "The staff are always helpful and pleasant. They appear to care for the residents very well", "satisfied and contented with the care" and "The care X receives is very satisfactory and given with compassion".

Staff told us in their surveys that they were given training to update their knowledge and that the manager was supportive and approachable. In the AQAA it was reported that 9 of the 10 carers working at the home has successfully completed National Vocational Qualifications (NVQ).

We have received no complaints about this service.

Looking at all the evidence available to us, our judgment is that there is no reason to

change the current rating of the home.

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

The Care Quality Commission will continue to monitor information about this service and will carry out an inspection when required.

Reader Information

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