

Annual service review

Name of Service: Tozer House

The quality rating for this care home is: three star excellent service

The rating was made on: 2 5 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:

June Davies

Date of this annual service review:

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Information about the service

Address of service:	Tozer House Tozer Way Chichester West Sussex PO19 7NX
Telephone number:	01243776703
Fax number:	
Email address:	paul.buckwell@westsussex.gov.uk
Provider web address:	www.westsussex.gov.uk

Name of registered provider(s):	West Sussex County Council	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	15	0

Conditions of registration:		
The maximum number of service users who can be accommodated is:	15	
The registered person may provide the following category/ies of service only: Care home only - 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 - LD		
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes	
If yes, what have they been:	None in last twelve months	

Date of last key inspection:	2	5	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Tozer House is a care home providing personal care and accommodation for fifteen people with a learning disability over the age of eighteen. It is within walking distance of the town of Chichester, West Sussex with all of its amenities and serviced by public transport. The premises consist of two houses within a complex of three, all of which are similar in design. They are two-storey and purpose built around a well-maintained courtyard. All of the bedrooms are single although none have en-suite facilities. In addition, there is a separate building with an office, kitchen and communal lounge.

There is no passenger lift.

The scale of charges can be obtained from the registered manager following a financial assessment. Extra charges are made for luxury items.

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. 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 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?

The home returned the annual quality assurance assessment (AQAA) when we asked for it. The AQAA provided us with clear and comprehensive information. It provided us with details of what the home does well, what they could do better and plans for improvement within the next twelve months.

Please Note: email address should be paul.buckwell@westsussex.gov.uk

Initially prospective residents are given information about Tozer House in written, symbol or other formats. Significant time is spent planning a new admission to the home. All new residents will undergo a detailed pre-admission assessment and will be required to visit the home on several occasions prior to moving into Tozer House. Pre-admission information is sort from all external professionals who know the prospective resident. This takes place to ensure that the staff have the knowledge and the environment can meet the prospective residents needs and that the prospective resident will be compatible with other residents living in the home. Prior to moving into the home a key worker is allocated to the new resident so there is continuity once the resident moves into Tozer House. Five resident questionnaires returned to CQC say that residents were given choice about moving into the home, three residents said they were given enough information about the home prior to moving in, one resident did not know if they were given enough information and another resident said that they were not given information before moving into the home.

Each resident has their own individual care and support plan, which they have been party to this ensures that they are person centred and truly reflect the resident's

personal choices, preferences, likes and dislikes. Risk assessments are drawn up in accordance with the residents chosen lifestyle and capabilities and looks at perceived risk against possible harmful effects and the opportunities that could be lost, this is to enable empowerment rather than limit the residents opportunities. At all times residents own their own plans of care and are present at reviews. A variety of creative and different methods are used so that residents can contribute to their own personalised care plan. Where important decisions need to be made, the home will use an advocate to assist the residents in making the decision. Daily routines vary among the houses contained within Tozer House this is so that the differing needs of the resident can be met. Residents are encouraged at all times to communicate their choices and preferences, and key workers are required to speak up for residents allocated to them. Resident are also able to voice their opinions in the form of the Tozer House User Group. Any suggestions made within this forum are followed up. From the five residents questionnaires returned to CQC, one resident said that they are always able to make decisions about what they do each day, one resident said they are usually able to make decisions about what they do each day and three residents said they sometimes made decisions about what they do each day. Two residents said they can do what they want, two residents said they could not do what they want and one questionnaire completed by a relative on behalf of the resident said there is some choice offered within the constraint of staffing levels.

Residents are able to choose from a variety of in-house activities and community activities. Some residents attend local college courses, work placements and day centres. Residents are encouraged to be part of the local community, by attending local churches, using the local shops, recycling and attending local events such as discos, attending the Gateway Club, Allsports, visiting various cafes and pubs and are supported by the staff to do this. The registered manager, senior staff and care staff work closely with residents and families to ensure residents maintain contact and to support residents in being as independent as possible. Residents are offered three meals a day. Menus show that food is balanced and nutritious and takes into account residents likes and dislikes and special dietary requirements. On Saturdays residents are able to choose the meal of their choice, and are given assistance to do this. Mealtimes play an important part of the day and this is when residents and staff sit down together in a relaxed and family atmosphere. It is planned to keep activities and community activities under review to ensure the home meets the needs of all the residents.

Each resident has their own health care plan which clearly records the residents personal and health care needs, and clearly describes how this will be delivered. Residents make their own choices as to how their personal care is managed and staff respect peoples preferences. Residents have access to health care professionals as and when required and are supported to attend appointments by the staff. The home has up to date policies and procedures for the receipt, storage, administration and return of unused medication. All senior staff have received medication training. Monthly administration records are appropriately completed. The home has regular inspections from the local pharmacist. In the next twelve months the home plans to continue monitoring standards of medication handling, adapting to the changing support needs of the residents and to arrange refresher training to consolidate skills in health and personal care.

The home has up to date policies and procedures for making a formal complaint and

for safeguarding vulnerable adults. These are explained to residents during residents meetings. Staff are trained to deal with concerns and complaints. The home also has 'Something happened forms, which are in simple language that is supported by pictures and are always available for residents to complete either on their own or with support. In the next twelve months the home plans to update staff training on the safeguarding of vulnerable adults. From five resident questionnaires returned to CQC four residents said they would know how to make a complaint and one resident said they would not know how to make a complaint. Since the last inspection the home has received one complaint which was resolved within the timescales set out in the complaints policy and procedure and one safeguarding vulnerable adults referral has been made to Social Services and this has been investigated.

Tozer House provides its residents with a warm, well maintained and homely environment in which to live. Residents are encouraged to make decisions in regard to decor and furniture in communal areas and their own bedrooms. They are encouraged to personalise their own bedrooms to reflect their interests and preferences. The grounds around the home are well maintained by staff and volunteers. Residents like to use the gardens, for activities or sometimes just to rest. Fencing is in place around the home to ensure the safety and security of the residents. In the last 12 months the home has improved its laundry facilities, all kitchens in the home have been extended. Three fire exits made more accessible by the fitting of ramps and handrails. A new covered way has been constructed with improved lighting, linking the two houses. Power opening doors are being installed to assist people with limited mobility to access the buildings. Two bedrooms have been completely redecorated. From five resident questionnaires returned to CQC four residents said the home is always fresh and clean and one resident said that the home is usually fresh and clean.

The AQAA states that adequate staffing levels are maintained at the present time. Agency staff who are known to be competent are used by the home to work professionally with residents rather than making up numbers. The retention of staff is good. The key worker system is used in the home with key workers having allocated residents to work with. The care staff in the home all have NVQ level two or above. At the last key inspection recruitment practices were found to be robust and that staff had been appropriately vetted prior to being deployed to work in the home, this helped to ensure the protection of residents from abuse. All new staff are expected to complete Learning Difficulty Induction Award, as well as completing an initial induction. All staff have completed or updated their mandatory training and are able to access job related training. Five resident questionnaires returned to CQC stated that residents are treated well by the staff. One resident questionnaire completed by a relative states 'staffing levels caused constraints to be placed on the choices available to residents.'

At the last key inspection it was found that the registered manager has the required experience and qualifications and is competent to run the home. The home has developed its own quality assurance system but needs to further develop an external stakeholder questionnaire so the views of professionals can be sought. The quality assurance system incorporates an Annual Business Development Plan. Regular Regulation 26 visits are made by West Sussex County Council. Regular management, staff and resident meetings are held.

The home has a comprehensive range of policies and procedures to promote health and safety and to ensure that residents live and staff work in a safe environment. All

equipment and appliances used in the home have up to date maintenance certificates. Weekly recorded checks are carried out of equipment used in the home. Accidents are recorded appropriately in the accident book.

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

There will be no change to the Inspection plan and we will do a Key Inspection by the
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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