

Annual service review

Name of Service: Ashwood House

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

The rating was made on:

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:

Ruth Hannent

Date of this annual service review:

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Information about the service

Address of service:	Church Corner, Coltishall Road Buxton Norwich Norfolk NR10 5HB
Telephone number:	01603279851
Fax number:	01603279529
Email address:	a.jeesal@virgin.net
Provider web address:	www.jeesal.org

Name of registered provider(s):	Jeesal Residential Care Services Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	8	0

Conditions of registration:		
The maximum number of service users who can be accommodated is:	8	
The registered person may provide the following category/ies 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?	Yes	
If yes, what have they been:	No	

Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
Ashwood House is a large, detached house in the village of Buxton, near Norwich. The house has parking to the front and a large garden to the rear. The Home is a few doors along from another Care Home owned by the same organisation. The Home is owned and managed by Jeesal Residential Care Services Ltd. It provides a service for up to eight adults with a learning disability. The Home has six bedrooms on the ground floor, two of which are ensuite. The upper floor has recently been converted into a self-

contained apartment with two bedrooms, a bathroom, kitchen diner and lounge.

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 Assessment Assurance (AQAA) that was sent to us by this service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service.

Any surveys that have been returned to us from people using the service and from other people with an interest in the service.

Information we have about how the home manages any complaints.

What the home 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 any results from visits that we may have made to the home in the past twelve months.

Relevant information from other organisations.

Any information from other people about the home.

What has this told us about the service?

The AQAA was received by us at the beginning of December 2009 and had been completed by the Manager. The details give us a picture of the service offered to the residents living in Ashwood House. It tells us that the tenants are actively involved in the day to day events that happen in the home with daily diaries kept and meetings carried out weekly. Each tenant has a monthly summary meeting to discuss their individual needs and the home also send tenant representatives to a forum meeting held by the company to discuss any issues regarding their home.

According to this AQAA complaints are listen to, with regular meetings that are also attended by family members, to discuss any concerns.

The staff are encouraged and have a very proactive training programme with tools for learning introduced by the home to ensure the individual needs of the tenants can be fully met. The focus throughout the AQAA shows a person centred approach to the individual care needs with communications offered in a format that is suitable for the different tenants. We are told about planned holidays, training programmes, activities and the use of local facilities all decided with the tenant. Designated Key Workers are chosen who offer comprehensive support as and when needed, ensuring at all times independence is promoted at the same time as dignity, privacy and respect is adhered to.

The home has a no secrets, whistle blowing policy to ensure that tenants are safeguarded from any forms of abuse. All new staff have vigorous checks carried out prior to recruitment ensuring the correct staff are employed and that tenants are cared for by safe hands.

We are told that the home has a clean, safe and homely environment. Tenants choose the decor and furnishings for their own rooms and have the offer of a key to lock their

own room doors. All health and safety checks are carried out routinely every month and certificates are in place to show fire safety, environmental health checks and contractual building servicing.

Staff receive annual appraisals and regular supervision sessions where issues and work practice is discussed and goals planned for the future are documented and reviewed.

Internal audits, self evaluation and external quality assurance methods are in place, reviewed and used to develop the service further by building an annual development plan.

We have not received any complaints about this home nor have we received any comments from the tenants, staff or health professionals.

2 notifications were sent in July and September that were appropriate and the detailed information tells us that the correct action by the home was carried out.

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

We will continue to carry out a Key Inspection by 24/01/11. However, we may carry out an Inspection at any time if information received gives us concern.

Reader Information

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