

Annual service review

Name of Service: Casarita

The quality rating for this care home is:	two star good service								
The rating was made on:	0	2	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:								
Ruth Hannent	2	2	0	2	2	0	1	0	

Information about the service

Address of service:	270 Fakenham Road Taverham Norwich Norfolk NR8 6AD
Telephone number:	01603279222
Fax number:	01603279529
Email address:	cas.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	7	0	
Conditions of registration:			
The maximum number of service users who can be accommodated is 7			
The registered person may provide the following categories 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:	0	2	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
<p>Casarita is a modern, two storey detached house with a single storey annexe. The home stands in its own grounds on the main road into Norwich in the suburb of Taverham. It is situated within a few minutes walk of shops, post office and a public house. The home has two vehicles.</p> <p>Accommodation is provided for up to seven adults with a learning disability, some of who demonstrate challenging behaviours. All of the tenants have their own bedroom and the majority of these have ensuite shower and toilet. One of the service users lives</p>

separately in the annexe and has a dedicated staff team.
The Home is owned and managed by Jeesal Residential Care Services Limited.
The fees range from £948 to £2175 according to need.

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 service manages any complaints.

What the management 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 service in the past twelve months.

Relevant information from other organisations.

Any information from other people about the service.

What has this told us about the service?

The home has had a Manager in post for over three years and this person has worked and knows the people who live at Casarita for more than 6 years. The AQAA was completed in time and returned to the Commission giving a very clear picture of the person centred care support offered to each tenant. Details show us that not only is every tenant supported and encouraged to be as independent as possible from managing their own medication, once risk assessed, to keeping their own flat area clean and tidy.

We are told that the correct forms of communication are sought and used to ensure each person makes the choices of how they want to live their lives. Signalong, photographs and images are used where required. Staff are also trained and experienced in observation of the person to know the facial expressions or behaviour, that might be a sign for that person being unwell such as in epilepsy.

The AQAA tells us that staff are recruited, inducted and trained to be able to manage the diverse needs of each person. This home has tenants with a wide range of ages and degrees of disability and the Manager ensures us that the staff are able and do meet the tenants needs. 5 surveys from staff were received by the Commission and each one reflects on the home as a good service with good communication and team work all aiming towards person centred care.

Improvements throughout the building, which were in the process of at the last key inspection, have now been completed and offer a much more independent lifestyle of individual flats that have their own front doors. We are told and it was noted at the last inspection how clean and tidy the house is kept.

In total 5 people who live at Casarita had completed a survey form. Some have written their own and some have had the support of a staff member. The comments are one

word answers such as good, fun, nice, like it and happy. One theme does run through the staff and resident surveys telling us they would like to have individual outings more often such as attending football matches, horse riding and holidays.

The Commission has not received any notifications to cause any concerns and there has been no complaints.

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

We will continue to carry out an Inspection by 10/02/11. However, we may carry out an Inspection at any time if information received gives us concern.

Reader Information

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