

Annual service review

Name of Service: Salcasa

The quality rating for this care home is:	two star good service							
The rating was made on:	2	6	0	9	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:							
Debra Allen	1	2	1	0	2	0	0	9

Information about the service

Address of service:	Coltishall Road Buxton Norfolk NR10 5HB
Telephone number:	01603278268
Fax number:	P/F01603278268
Email address:	sal.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	5	0	
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		

Date of last key inspection:	2	6	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Salcasa is a detached five-bedroom bungalow in the village of Buxton, near to Norwich. The Home is owned and managed by Jeesal Residential Care Services Ltd. Salcasa is situated a few doors away from Ashwood House which is a larger Care Home owned by the same organisation. Over the last two years the registration has increased so that accommodation is now provided for up to five service users with a learning disability. An extension has recently been completed at the home, which provides an annexe with its own ensuite bedroom, kitchen and lounge. The other four bedrooms are within the main bungalow.</p>

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:

- (1) 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.
- (2) Information we have about how the service has managed any complaints.
- (3) What the service has told us about things that have happened in the service, these are called notifications and are a legal requirement.
- (4) The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.
- (5) Relevant information from other organisations.
- (6) What other people have told us about the service.

What has this told us about the service?

We received the Annual Quality Assurance Assessment (AQAA) before this service review, which gave us good information and it was very detailed with clear evidence of how Salcasa has continued to improve since the last key inspection.

In respect of how the staff and management at Salcasa take the views of people using the service into consideration, it was stated in the AQAA that the home completes daily diary entries with each individual and any incidents are recorded in the person's own words. Weekly tenant meetings are also carried out and monthly summaries are produced which reflect 'individual priority needs'.

Additionally, the director of the organisation supports tenants at monthly 'tenant forums', which are held at Head Office, with the tenants only. These forums give people the opportunity to discuss any issues they have with their homes.

It was stated in the AQAA that, as a result of listening to the people living at Salcasa, one of the communal bathrooms has been changed into a wet room, which has made it accessible to everybody. A green house has recently been erected and one of the people living at Salcasa has been growing vegetables and flowers. Meanwhile, the garden has been made more accessible by laying a concrete path around the lawn area.

Further changes that are planned have been confirmed in the AQAA as creating a sensory area and woodland walk area in the grounds of Salcasa.

It was noted in the 'Concerns, Complaints and Protection', section of the AQAA that monthly forums are held for the parents of people living at Salcasa to meet with the management for a coffee and informal chat and continued improvement of family involvement is anticipated over the next twelve months.

Overall, it was stated in the AQAA that areas in which Salcasa do well are:

- * Staff receive the highest quality training, resulting in the highest level of care, support and specialist skills to meet the needs of each individual tenant.
- * Independence is promoted so each person has the quality of life they are entitled to.
- * Compliance with codes of practice, CQC standards and regulations and company policy and procedures.
- * Safeguarding tenants against abuse and the implementation of 'Philosophy of Care'.

Other areas of improvement in the last twelve months were stated as continually promoting a person centered approach and adapting the environment according to people's changing needs.

Ongoing and future plans were confirmed as continuing to develop the service through staff training and meeting the changing needs of the people living at Salcasa.

Salcasa confirmed in the AQAA that no formal complaints have been received since the last inspection and the Commission's opinion, following this Annual Service Review, is that Salcasa continues to provide good outcomes for the people living there.

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

There will be no changes to our inspection schedule following this review and a key inspection will be carried out by 16th September 2010.

However, the service can be inspected at any time if the Commission have any concerns about the quality of the service or safety of the people using the service.

Reader Information

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