

Annual service review

Name of Service: Treehaven

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:	Sandy Lane West Runton Cromer Norfolk NR27 9LT
Telephone number:	01263837538
Fax number:	01603279529
Email address:	t.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	12	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:									
Date of last annual service review (if applicable):									

Brief description of the service
<p>Treehaven is a large detached house situated on the edge of the village of West Runton. There is a large secure garden and an area set aside for horticultural work. There are workshops to the rear of the Home with one of these having been converted to house a small gym. The Home provides a service for up to twelve adults who have autistic spectrum disabilities. Accommodation is provided on the ground and first floors that is separated into five areas. All service users have a single bedroom. There are several communal rooms including activities and sensory rooms on site. The Home is owned and managed by Jeesal Residential Care Services Ltd</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.

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 Manager has completed the AQAA telling us comprehensively the type of service offered to the tenants at Treehaven. The information tells us that very positive steps are taken, from the beginning of a persons life in the home, their lives during their stay and the work towards building skills to help move people on, if suitable, to supported living. From the start of an enquiry the AQAA explains how the potential tenant is introduced to other tenants, how details are obtained from a multidisciplinary team and that a good assessment process is carried out. It tells us of the sensitivity taken of the transition period and how, especially for people with autism, time is allowed to make the move as smooth as possible. Details of the lives of the tenants is written in various care plans/diaries/development records/health diaries. The documents used place all tenants to the front of the plans and day to day activities within the home. Evening meetings take place every night to plan and communicate the following day activities. Different ways of communicating with individuals is looked for to ensure that all tenants are included. Reviews are held regularly, health checks are carried out and records of all meetings are all held in the home.

Staff are recruited and employed in numbers to be able to support the tenants with their individual needs. Outside activities such as swimming, bowling, sailing and horse riding is promoted. Unfortunately education classes are limited within the community so the home tries to cover some educational support in the home. 13 staff surveys received praise the home for the induction, training and staff development provided. The home have some tenants with very complex needs and training is provided to meet those needs. An example of the 'training on behaviour management' is written in the comments from staff. The home is also about to undertake a project on managing the meals provided in a healthier way as they have just recruited an expert in nutrition to their care team. (It has been recognised that some tenants are overweight and not eating healthily). The Manager also talks about including tenants in the training within the home and wishes to develop the ways to communicate, for example, health and

safety training.

Comments have also been received from a Social Care Reviewing Officer and a GP. Both praise the work carried out by the home with comments such as 'they address the needs of people with very difficult behaviour' and 'they are a trusted and respected provider'. One comment does express concerns about the telephone system that does not function well. This problem has been discussed with the us in the past and should now have been corrected.

Relatives have commented on the homely environment that support their loved one very well. One comment tells us of the support the home has been following the death of a relative. Another does say she wishes 'staff wore name badges as on visiting they do not know new staff faces'.

We have not received any notification of any significant events, illnesses or concerns in the home and no complaints have been reported.

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

We will continue to carry out a Key Inspection by 27/09/10. However, we may carry out an Inspection at any time if information received gives us concern.

Reader Information

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