

Annual service review

Name of Service:	Outreach Community & Residential Services 2 Devonshire Place
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The quality rating for this care home is:	two star good service							
The rating was made on:	1	8	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
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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:									
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Name of inspector:	Date of this annual service review:							
Julie Bodell	1	9	1	1	2	0	0	9

Information about the service

Address of service:	2 Devonshire Place Prestwich Manchester M25 3FF
Telephone number:	01617989023
Fax number:	01617405678
Email address:	akila@outreach.co.uk
Provider web address:	

Name of registered provider(s):	Outreach Community & Residential Services
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Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	0	1
mental disorder, excluding learning disability or dementia	2	1

Conditions of registration:

That the service should employ a suitably qualified and experienced Manager who is registered with the Commission for Social Care Inspection.

The home is registered for a maximum of 4 service users, to include: Up to 2 service users in the category of MD (Mental Disorder under 65 years of age); Up to 1 named service user in the category of MD(E) (Mental Disorder over 65 years of age); Up to 1 named service user in the category of LD(E) (Learning Disabilities over 65 years of age).

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:	1	8	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Devonshire Place is one of a group of care homes managed by Outreach care services for people with learning disabilities or mental health needs.

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 in November 2008. This included.

The annual quality assurance assessment (AQAA) that was completed and sent to us by the service. The AQAA is a self assessment that focuses on how well outcomes are being met for those people who use the service.

Feedback surveys returned to us by those using the service and from other people with an interest in the service.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It gave us the information that we asked for. We looked at the information in the AQAA, which gave us up to date information about the service and what action had been undertaken to make improvements at the home. These included people living at the home being involved in the non confidential parts of the staff team meeting and being able to participate in the upkeep of the home. We were informed that there was now a full staff team in place and there was more one to one time available for people if they wanted it.

At our last key inspection visit the home received a good quality rating. We did however make five requirements one of them outstanding. The registered manager wrote to us tell us what action had been taken to address these requirements. There remains one requirement outstanding to install emergency lighting within the home. Arrangements are being made with the housing association to secure a date to fit emergency lighting. Support workers will receive mental health training on 06.01.2010.

We have been routinely notified about incidents happening at the home since our last key inspection visit. There has been one safeguarding issue. Action has been taken to resolve this matter.

We received three surveys from people living at the home. They were generally positive but one person commented that improvements were needed to the property and two people commented that they were not always consulted about what they wanted to do each day and staff did not always listen to them. This needs to be checked out by the registered manager. We received surveys from four support workers. Again these were generally positive though one support worker commented that although service users were very independent they would like to have more opportunities to support people with activities outside the home.

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

Our opinion about the service has not changed. Due to changes in the frequency that CQC is currently carrying out key inspections in relation to services that have a good rating our next key inspection will take place before 16th November 2011. This will be

dependent on the outcome of a review of the present arrangements. In the interim period an annual service review will be undertaken. 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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