

## Annual service review

**Name of Service:** Outreach Community & Residential Services Highbury Court

The quality rating for this care home is: three star excellent 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:**

Julie Bodell

**Date of this annual service review:**

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## Information about the service

Address of service:	Highbury Court 443-5 Bury Old Road Prestwich Manchester M25 1QP
Telephone number:	01617730776
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	3	0
mental disorder, excluding learning disability or dementia	3	0

Conditions of registration:
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The home is registered for a maximum of 6 service users, to include up to 3 service users in the category of MD (Mental Disorder under 65 years of age); up to 3 service users in the category of LD (Learning Disabilities under 65 years of age)

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

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

**Brief description of the service**

Highbury Court is one of a group of care homes managed by Outreach Community and Residential Services. Outreach is a charity that provides care and support predominantly to Jewish people with learning disabilities or mental health needs. Highbury Court is made up of six single occupancy flats, each linked by intercom to the

staff flat. There are no shared areas apart from a small, private garden.

The flats are situated in a residential area of Prestwich, about three quarters of a mile from the village centre. They are close to bus and tram routes, local shops, and synagogues. There is ample parking adjacent to the flats for visitors.

Staff members are available on the premises 24 hours per day, including at night when a staff member "sleeps-in." The level of staff support to be provided to each resident is agreed before the person moves in, and reviewed regularly.

A statement of purpose and service user's guide is available, which informs current and prospective residents about the services and facilities available at the home.

The aims of the service, as described in the Statement of Purpose, are "to empower individuals, supporting them to make choices and decisions in their lives and to develop their independent living skills to enable them to live independently in their own homes".

Fees vary depending upon assessed 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 on 5th March 2008. This included  
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. Surveys returned to us by people 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.  
The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA). We looked at the information in the AQAA, which informed us that people enjoy a full and meaningful life and they engage in activities to promote independence. They also have contact with the wider community through a range of leisure, social, employment and/or educational facilities. Outreach plan to promote more independent living so that people can move on and live within the wider community, if they want too. As a result of feedback from the organisation's annual questionnaires, people now go out on monthly activities as a group. People are invited to join the staff team meetings when non-confidential information is being discussed. Flats 1, 3, 4 and 6 have undergone redecoration and refurbishment within the past year.

At the last key inspection the home achieved an excellent quality rating and we made no requirements or recommendations.

We are aware that there is no registered manager in place at this time. We spoke with the Director of Operations who told us that the post had been advertised twice but no-one had applied. There are plans in place to re-advertise the post in the near future.

We have received one notification about a medication error. There have been no safeguarding alerts or complaints about the home.

We received one survey from a person living at the home that gave generally positive responses to our questions.

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

We are not going to change our inspection plan, and will do a key inspection or an annual service review by 4th March 2011. 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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