

Annual service review

Name of Service: Outreach Community & Residential Services 118 Kings Rd

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:

Julie Bodell

Date of this annual service review:

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Information about the service

Address of service:	118 Kings Road Prestwich Manchester M25 0FY
Telephone number:	01617732432
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
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mental disorder, excluding learning disability or dementia	1	0
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Conditions of registration:

The registered person may provide the following category 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 (maximum number of places: 3) Mental Disorder, excluding learning disability or dementia - Code MD (maximum number of places: 1) The maximum number of Service Users who can be accommodated is: 4

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:

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

Brief description of the service

118 Kings Road is one of a group of care homes managed by Outreach Care Services. Outreach is a charity that provides care and support predominantly to Jewish people with learning disabilities or mental health needs. This home is registered to provide care and accommodation for up to 4 people. The house is a large terraced property in a residential area of Prestwich, about a mile from the village centre. It is close to bus

routes, local shops, synagogues, and other local amenities. The house is similar to other houses in the area and it is not distinguishable as a care home. It has a lounge, dining kitchen, and a laundry room. All bedrooms are single. Outside, there is a paved area at the front of the house, and an enclosed garden at the back. The philosophy of care, as described in the Statement of Purpose, promotes values such as independence, dignity, rights, fulfilment, and choice. Cultural needs are supported. Fees range from 467 pounds a week. Additional charges are made for hairdressing, toiletries, activities, holidays, transport, magazines and papers.

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 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 staff members.

What the service has told us about things that have happened at the home. These are called 'notifications' and are a legal requirement.

The previous key inspection that was undertaken in November 2007 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 and our judgement is that the agency is still providing a good service. In the past year support workers have received person specific training with the learning disability team. The complaints procedure is now a standing item on the house meeting agenda. All staff working at the home have been registered for training with a local authority authority partnership. The manager listed plans for improvement for the coming year. We will check whether the plans have been achieved at our next key inspection.

At the last key inspection the home achieved a good quality rating. One requirement was made to undertake a quality review of the service and one recommendation was made about medication records.

We received four surveys from people who live at the home. They were helped by their support workers to complete the surveys. They all indicated that they were happy with the service that they received. In the section what could the home do better one person commented that, "It is fine as it is."

We also received four surveys from support workers. They indicated that they were happy with the way the home was run. In the section what the home does well a support worker commented, " The way it is managed, cleanliness and the way service users needs are met." However, a number of support workers said that they felt people would benefit from having continuity from a regular staff team. In the section what the home could do better on support worker commented, "Try to ensure that a regular staff team are used." And another stated "To have a full staff team."

We have received no complaints about the home. The AQAA showed that there had been three complaints made directly to the home and that these had been addressed. We have received a number of notifications that show what action had been taken to address matters.

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

We have changed the frequency in which we carry out key inspections for services that are rated good and have carried out an annual service review this year instead of a key inspection. We will carry out a key inspection by 13th November 2010. 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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