

Annual service review

Name of Service:	WCS - Mill Green
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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
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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 McGarry	2 1 0 9 2 0 0 9

Information about the service

Address of service:	Newbold Road Rugby Warwickshire CV21 1EL
Telephone number:	01788552366
Fax number:	01788542655
Email address:	
Provider web address:	

Name of registered provider(s):	Warwickshire Home Care Services Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
physical disability	15	0

Conditions of registration:

The maximum number of service users who can be accommodated is: 15

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: Physical disability (PD) 15

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

Mill Green is a registered care home providing personal care and support for 15 people with physical disabilities, Two of whom can be over 65 years of age. Two of the places available are for respite service provision. Residents accommodation is on the ground floor. The shared space in the home consists of a large lounge with dining area. Each service user has an en-suite toilet to their bedroom with two bedrooms having an en-suite shower facility with WC.

There is one bathroom with assisted bath and two shower rooms, both with WCs. In

addition to the main kitchen and laundry of the home there is a domestic kitchenette and laundry room for use by residents. There are two office facilities used by management and staff. There are extensive well-maintained gardens to the front and sides of the home and an internal garden used for leisure activities by residents. All bedrooms over look garden areas. The home is situated in Newbold on Avon, which is in the suburbs of Rugby in Warwickshire, and close to shops, local services and facilities.

Fees per person range from £730 per week, up to £929 per week (any fee information included in this report applied at the time of the inspection), depending on need. Hairdressing, private chiropody, newspapers and toiletries are not included within the fee but are available within the home for an additional cost.

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.

Information we have about how the service has managed any complaints.

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.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The home sent us their annual quality assurance assessment within the required timescales; the home manager completed this. The information in the AQAA was clear, and provided us all the information we had asked for.

We looked at the information in the AQAA and our judgment is that the home is still providing an excellent service and that they have a clear vision of what further improvements they wish to make.

We were told how the home ensures that people who use the service are consulted on things that matter to them. For example, the AQAA tells us 'we regularly ask people their views on the service we provide, we do this by use of questionnaires, comments, compliments and complaints procedures, one to one discussions, residents meetings, annual quality assurance meetings, monthly six monthly, and annual reviews. We take notice of their comments and we change the service accordingly whenever possible and financially viable'.

Families are encouraged to use the open door policy implemented by the manager and the staff to discuss any issues they may have.

The medical needs of all the people using the service have been identified and are addressed by the arrangements for the continued health care provided by other professional agencies.

Staff responsible for the administration of medicines have completed the relevant training.

People using the service are encouraged to maintain links with families, friends and the community.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. The service has received 10 complaints in the last twelve months. No complaints have been made to us about the service.

Over 82 per cent of staff have achieved a minimum of level two in the National Vocational Qualification in care. This should mean that staff should have the necessary skills and knowledge to provide a good standard of support to the people who live there. The AQAA states that 100 per cent of permanent staff have received training in safe food handling and no staff are employed without two references and a criminal record check, indicating clear and robust procedures for the recruitment of all staff.

We received seven completed surveys from staff members, they told us in their surveys that they are always given up to date information about the needs of the people they care for. Comments received included: 'Give caring secure environment well trained staff'. 'Meet personal care needs'. 'Make visitors and family feel welcome'. 'Treat each service user as individuals'.

Staff comments about what the service could do better include: 'More activities'. 'Communication'.

We received one completed survey from a person who uses the service. Comments included: 'The staff meet my individual needs'. 'We would like a minibus for traveling'.

The AQAA tells us that all the required policies and procedures are in place.

We have looked at all the information available to us and in our judgment the service continues to provide an excellent service.

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

We are not going to change our inspection plan. 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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