

Annual service review

Name of Service: Meijer House

The quality rating for this care home is: two star good service

The rating was made on: 3 0 1 2 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

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:

Juanita Glass

Date of this annual service review:

1 2 1 1 2 0 0 9

Information about the service

Address of service:	2 Ellenborough Park Road Weston Super Mare North Somerset BS23 1XJ
Telephone number:	01934626947
Fax number:	01934620575
Email address:	enquiries@westoncounsellingservices.com
Provider web address:	

Name of registered provider(s):	Western Counselling Services Limited
Name of registered manager (if applicable)	

Dr William Kenrick Evans		
Miss Amanda Lea		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
past or present alcohol dependence	20	0
past or present drug dependence	20	0

Conditions of registration:	
May accommodate up to 20 persons aged 17 - 64 years	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
If yes, what have they been:	

Date of last key inspection:	3	0	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Western Counselling Services is registered with the Care Quality Commission (CQC) and provides primary and secondary programmes of rehabilitation for up to 65 people between the ages of 17 and 64 years who have alcohol and/or drug dependencies. The bulk of the primary counselling programme takes place at a day centre and there are two houses (Meijer and St Davids), which provide accommodation for mixed sex groups on primary programmes. Meijer provides up to twenty places. Two other

houses, Kintyre and Clarence Park Lodge provide accommodation for single sex groups receiving secondary programmes.

The counselling is based upon the twelve-step Minnesota model. These homes have a private arrangement with a local GP practice to provide medical support and assessments, especially for those who are in the initial part of the primary programme.

Fees are negotiated with the person or funding authority.

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 we have received, or asked for, since the last key inspection, which was carried out on 30th December 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 receiving support from Western Counselling, Meijer House. It also provides some numerical information about the service.

Surveys returned to us by people using the service and from other people with an interest such as relatives, social workers and GP's. We received 12 surveys 8 from people living in the home and 4 from staff working with them.

Information we have about how the service has managed complaints.

What Western Counselling, Meijer House have told us about things that have happened in the Service.

We also looked at the last Key Inspection report.

What has this told us about the service?

Western Counselling, Meijer House, sent us their Annual Quality Assurance Assessment (AQAA) when we requested it. It was very clear and gave us all the information we asked for. We looked at the information provided in the AQAA and our judgement is that Western Counselling, Meijer House continues to provide a good service and that they know what further improvements they need to make.

We looked at the last key Inspection Report, at the last inspection we took an expert by experience, the last report told us what the service did well, 'The expert by experience made the following comments, 'I am confident in saying that all of the residents I spoke with did speak very highly of the treatment programme and the rehab itself, different residents commented on different things: 'The structure here is great, the last place I went to you were allowed to keep your mobile phone and as soon as the staff went off everyone was either sat on their phones or using the phones to score.' 'This has been the best move for me, I've tried everything in the community services and never got anywhere, I've done my detox and now I can concentrate on my life without having to worry about what's going on back home.' 'I really like it here because everyone gets along and the groups are very helpful and the staff are very supportive yet they want you to be independent' All the residents also had more or less the same comments about their involvement in their treatment and the involvement they had in terms of their care plan and they all felt their needs were being met at the time. My overall opinion of the treatment that is provided at Western Counselling is a good one, all the residents that gave me their time to answer questions spoke positively of the group work, one to one session's counsellors and the workshops and they all seem to enjoy and benefit from them in their own ways. There were a couple of things that I picked up on whilst spending time with the residents and the first one is the appreciation they have for the structure of the service and the fact that they know

what they are doing each day, the residents all seem to like having the structure in place and a number of residents said it is what they need. The other fact is that they all respect each other and the peer element of the rehab is a strong one and it is quite visible that the residents support each other throughout the programme. All of the residents I spent time with also spoke very highly of the food they receive at Western Counselling, they all commented on the variety and quality of the food on offer and there were no complaints in this area. Residents also like the fact they can help themselves to hot and cold drinks and snacks throughout the course of the day.'

They told us in their AQAA that they continued to listen to people by holding daily meetings with senior peers/house leaders, they advise staff of current issues in the house and make requests. All service users were asked to complete a questionnaire when they leave, and every quarter people are asked to complete a questionnaire which is reviewed at counsellors meetings. The service brochure sent to prospective services users also contained comments and statements people had made. They said in their AQAA that due to listening to people they had, 'further amended the timetable to include workshops in literacy. Weekend menus have evolved to meet the feedback from service users, including a much lighter meal in the evenings on Saturday and Sunday and flexibility about when its eaten between. A Family Programme has been included which is delivered over a weekend period and includes information, education and support for those affected by addiction. Currently this is available 2 to 3 times per year dependent on interest. A smoking cessation workshop has been incorporated and a staff member trained in smoking cessation techniques. Reiki and reflexology are available as part of our holistic, alternative therapies on Fridays in addition to relaxation and Indian Head Massage.'

We also require registered services to recognise the Equality and Diversity needs of people within their programme. They told us in their AQAA that to respect peoples equality and diversity that their, 'flexible approach to referrals ensures that Western Counselling will consider clients for admission in a non discriminatory fashion, based solely on the services ability to meet the individuals needs. All dietary needs are met, clients attend religious services as requested, however due to location there are issues with attending Jewish services, which are informed to prospective clients at Assessment, and referrals are invited to attend the service to view the accommodation and meet with staff and clients, thereby ensuring they feel comfortable with the different aspects of the treatment programme, care regime and restrictions on movement and diversity issues of the staff team and client group are acceptable to them. Each service user is viewed as individual in their right and their personal experience, issues, life choices are encouraged beyond that which relate to their addiction issues. Wherever possible we seek to enable all service users to feel able to explore their issues and resolve any inner turmoil which may affect their self esteem and worth, this may be as a result of sexuality issues that have been laying dormant or issues of gender identity. Relationships are encouraged and the partner encouraged to interact with the service to aid the treatment process, irrespective of gender, sexuality etc. Relationships in treatment between clients however is not permitted and this is advised at the point of assessment. Staff are recruited wherever possible that reflect the diversity issues of the client group, however this can be restricted due to the location of the service. Staff are recruited who have been service users, enabling empathy for the client to be at the heart of the care provision.'

They assured us that continued changes to their service would improve the programme

for people in their care enabling people to successfully complete a full programme that respected their diverse needs and expectations.

Other improvements they said they had made included client feedback in brochures giving people a broadened view of the programme offered. Improvements to risk assessments and care planning. They had also reviewed practices in relation to controlled drugs and prescription only medication. They have introduced competency assessments in Medication handling and administration. Communal rooms had been redecorated and some of the en-suite bathrooms had been renovated. Some rooms had been refurbished and new bedding and towels had been provided for all bedrooms.

Surveys received indicated that people were happy with the programme and felt that they were receiving the service they were expecting. People complimented staff on the running of the home and the programme, more than one said thank you and keep up the good work. Staff surveys indicated that they felt well supported and received appropriate training and supervision.

Western Counselling, Meijer House 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. They work well with us and have shown us that their service continues to provide good outcomes for the people receiving support from their organisation.

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 by 30th December 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 living in the home.

Reader Information

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