

## Annual service review

Name of Service: Clarence Park Lodge

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

The rating was made on: 0 7 0 1 2 0 0 9

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:

2 2 1 2 2 0 0 9

## Information about the service

Address of service:	15 Clarence Road East Weston Super Mare North Somerset BS23 4BP
Telephone number:	01934623867
Fax number:	01934620575
Email address:	
Provider web address:	

Name of registered provider(s):	Western Counselling Services Limited		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
past or present alcohol dependence	14	0	
past or present drug dependence	14	0	
Conditions of registration:			
May accommodate up to 14 persons aged 17-64 years requiring personal care only			
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:	0	7	0	1	2	0	0	9
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
<p>Western Counselling Services is registered with the Commission for Social Care Inspection (CSCI) 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 David's), which provide accommodation for mixed sex groups on primary programmes. Three other houses, Larkhill, Kintyre and Clarence Park Lodge provide accommodation for single sex groups receiving secondary programmes. Clarence Park lodge provides up to 14 places.</p> <p>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</p>

assessments, especially for those who are in the initial part of the primary programme. The fees for the home are available on request from the manager.

## **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 the 7th January 2009. 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, Clarence Park Lodge. 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 5 surveys from people living in the home.

Information we have about how the service has managed complaints.

What Western Counselling, Clarence Park Lodge 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, Clarence Park Lodge, 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, Clarence Park Lodge continues to provide a good service and that they know what further improvements they need to make.

They told us in their AQAA that they continued to listen to people by asking them to complete a questionnaire about their experience when they had completed their treatment programme. People were also asked for their opinions in group sessions and the area manager undertook monthly visits to each home when she could talk to people about their experiences. 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, introduced voluntary work giving people in the group 'transferable skills and an insight into employment opportunities.' This was carried out through a local church project called 'Make a Difference.' They had also included workshops on budgeting, literacy, numeracy and parenting in the programme. They also planned to provide a gym so that people did not have to pay to go to a Gym in the local community.

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. Care plans would be produced by the counsellor with the person following the programme, these would be reviewed with them throughout their stay. Menus were decided at the home so they reflected the personal likes and dislikes of the people staying at Clarence Park Lodge. They had built relationships with other agencies enabling the sharing of information in areas such as child protection and domestic violence. The home had been redecorated and external structural work was being undertaken. People following the treatment programme were also being supported by a network of volunteers.

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.

Western Counselling, Clarence Park Lodge 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 in line with current regulatory guidelines.

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

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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