

Annual service review

Name of Service:	Hillside House
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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
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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:							
Anthony Barker	1	5	0	9	2	0	0	9

Information about the service

Address of service:	31 Albany Street Ilkeston Derbyshire DE7 5AD
Telephone number:	(01159)300171
Fax number:	01159300171
Email address:	hillside@unitedhealth.co.uk
Provider web address:	www.unitedhealth.co.uk

Name of registered provider(s):	United Health Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	2	0

Conditions of registration:

Hillside House Care Home is registered to care for younger adults between the ages of 18 and 65 years whose primary need is that of a learning disability

The maximum number of service users to be accommodated at Hillside House Care Home is 2

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

Hillside House offers care to two adults who have a learning disability and who may also have a physical disability. It is situated in a residential area near the town centre of Ilkeston. The Home is spacious, with a pleasant garden and patio area leading from the lounge. There is a spacious bathroom with an additional shower room. The staffing levels at the Service have been set to provide a minimum of one to one support for the people living here. Hillside House is situated adjacent to another Service in the Company, with which it is able to share some facilities such as the sensory room and fax machine.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

The last key inspection of this Service was on 18th September 2007. The last Annual Service Review was on 16th September 2008.

We looked at all the information that we have received, or asked for, since the last key inspection. 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,
- * 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 Manager returned the Service's annual quality assurance assessment (AQAA) questionnaire by the date requested. The AQAA was full and complete and provided us with the information we asked for. We looked at this information and our judgement is that the Service is still providing a good service to people and that they know what further improvements they need to make.

In the AQAA the Manager described a service that had become more person centred, including the introduction of, "a person centred plan for one of the residents...tailored to the individual's needs". He told us, "Both residents have had their own personal spaces decorated to reflect their individual gender (and) fitted wardrobes installed in their bedrooms". Surveys were sent to the people who live at the Service, their relatives, staff and external professionals. We received comments from one relative and made telephone calls to one Social Services Reviewing Officer and one staff member. These people were all positive in their responses. The relative of a person living at the Service said the person's bedroom was, "lovely" and this comment was echoed by the staff member who referred to the two people's bedrooms as, "beautiful...new furniture has been bought. The Manager also spoke about accessing, "local physiotherapy input and as result both residents now have wheelchairs appropriate to their needs...this has enabled us to access more local amenities and to continue to access public transport". The relative told us, " (My relative) has many outings and enjoys life to the full". The staff member said, "We work one to one (with the people living here)...we go out a lot and have lots of holidays (with them)". This member of staff added that, "the food is always fresh...(people are given a more personalised menu now, with more choice". The relative was also happy with the food provided to people living at the Service and to the care they receive. She told us, "(My relative's) needs are always considered when it comes to food requirements...(my

relative) is very well looked after".

The Reviewing Officer was positive about the response made by the Service to her recommendation to refer one person to a physiotherapist. She was pleased that the person whose needs she reviews has, "a lot of one to one attention (from staff) and benefits from this". She said that, (the person) is very happy (at the Service) and their needs are met...(this is) a very positive Service".

The Service continues to let us know about things that have happened since our last key inspection and has shown that it manages issues well. There have been no complaints received by the Service, or made directly to us, since the last inspection. The Service works well with us and has shown that it continues to provide good outcomes for the people who live at Hillside House.

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 17th September 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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