

Annual service review

Name of Service:	College 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?	Yes
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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:							
Sue Dewis	1	1	1	1	2	0	0	9

Information about the service

Address of service:	26 Keyberry Road Newton Abbot Devon TQ12 1BX
Telephone number:	01626351427
Fax number:	01626351437
Email address:	collegehouse@parkviewsociety.fsnet.co.uk
Provider web address:	

Name of registered provider(s):	The Parkview Society	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	12	12
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:									
Date of last annual service review (if applicable):									

Brief description of the service
<p>College House cares for adults aged over 18 with a learning disability. Most of the people currently living in the home are over 65 years old. The Registered Providers of the service are the 'Parkview Society'. This is a registered charity that runs several care homes in the South Devon area. College House is a large detached bungalow in a residential area of Newton Abbot. It is close to local amenities and within a short walk of the bus route. The premises has a lounge with sitting area overlooking the well-maintained gardens which are accessible to people living in the home. There is also a kitchen and dining room and most of the bedrooms are on the ground floor. There are two bathrooms one which is adapted, and additional toilets. The first floor is reached by stairs and has further bedrooms and the office and sleep-in rooms for staff.</p> <p>The weekly fee stated at the last visit was 320.77 pounds per week</p>

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 and requested since the last key inspection. This included:

Whether the Annual Quality Assurance Assessment (AQAA) sent out by us, was completed and returned to CQC in a timely manner. The AQAA is a self-assessment document that focuses on how well outcomes are being met for people using the service. It also gives us some numerical information about the service;

Surveys returned to us by people using the service and from people with an interest in the service;

Regulation 37 notifications informing us of significant events in the home have been received throughout the year;

We reviewed the previous key inspection report of the visit made on 20 November 2007;

We reviewed the previous Annual Service Review completed on 20 November 2008;

We took account of what other people have told us about the service and any relevant information received from other organisations was considered.

What has this told us about the service?

The home sent us their Annual Quality Assurance Assessment (AQAA) when we asked for it. However, it was not fully completed and did not provide us with all the information that we asked for. For example, it did not tell us how many staff at the home have or are working for NVQ's.

The AQAA did not routinely identify areas for improvement or provide sufficient evidence of what the home does well. Therefore we cannot be assured that the home continues to be well managed or is aware of any areas that may need improvement.

Survey forms were returned to us by 6 staff. Staff told us that generally the home cares for people well, and one person thought the home 'does an excellent job of meeting the needs of the residents'. However, concerns were raised about the quality and quantity of food, low staffing levels and a lack of activities. One person expressed concerns about a staff member who shouts at people who live at the home because they are always tired.

We also received survey forms from 8 people who live at the home all of which had been completed with help from their keyworker. People were generally positive about the care they receive and told us that the home looks after them well and takes them out on trips. One person said 'It makes me happy' and another said they get good food.

However, some people told us that they couldn't do as they liked in the evenings or at weekends, that they didn't know how to make a complaint and that some staff didn't listen to what they say.

The manager for the home has since supplied us with additional information that has evidenced that people do receive good quality food in sufficient quantities. They have also provided evidence of a wide range of activities available for people living at the home. The manager also stated that no member of staff would be tolerated at the home who shouts at the people living there. We were also told that people are regularly asked if they know who to complain to and assured that they do. Results from surveys for relatives were also forwarded to us and these showed that people were happy with the care their relative receives.

Although we have received additional information we cannot be completely assured that the service continues to provide good quality outcomes for the people who live there.

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

We are going to change our inspection plan, and will do a key inspection by 31 March 2010.

Reader Information

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