

## Annual service review

Name of Service: 201 Drayton Avenue

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

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:

Patricia Flanagan

Date of this annual service review:

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## Information about the service

Address of service:	Stratford-Upon-Avon Warwickshire CV37 9LD
Telephone number:	01789298709
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Stratford & District Mencap
Name of registered manager (if applicable)	

Ms Alexandra Arnold		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0

Conditions of registration:	
The maximum number of service users to be accommodated is 4.	
The registered person may provide personal care and accommodation for service users of both sexes whose primary care needs on admission the the home are within the following categories: Learning Disability (LD) 4	
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
201 Drayton Avenue is registered for four people with learning disabilities. The home is a short stay service and one of the places is identified for emergency use.
There is one ground floor bedroom that is suitable of people with physical disabilities and three bedrooms on the first floor. There is a staff office /sleeping in room. There is an open plan lounge, dining room and kitchen.

It has an open front and enclosed rear garden and is situated on the outskirts of Stratford on Avon within a large estate of social housing. The town centre is accessible by bus.

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

What did we do for this annual service review?

We looked at the information that we have received since the last Annual Service Review.

This included:

The Annual Quality Assurance Assessment (AQAA) that was sent to us by the service within the requested time. The AQAA is a self assessment that focuses on how well outcomes are being met for the people using the service. The AQAA is a legal requirement; it also gives us some numerical information about the service.

The previous inspection report of 30 October 2007.

The previous annual service review of 24 October 2008.

What the service has told us about the things that have occurred in the service these are 'notifications' and are a legal requirement.

What other people have told us through their surveys.

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 satisfactory, it provided us with most of the information we requested.

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 the changes they have made as a result of listening to the views of people who use the service. They said that they:

'Plan menus before stay for dietary/food choice,  
plan stays and possible available activities prior to visit,  
plan bookings for best compatibility where allows,  
introduced a contact key person for each individual,  
allocate rooms prior to stay to avoid unnecessary swaps,  
put in place some suggested house guidance rules.'

Monitoring visits are being routinely carried out by a senior manager of the organisation to check that the home is running smoothly.

They told us how they promote equality and diversity within the service;

'They include everyone and offer individual plans for the individuals own needs and bookings, choice and beliefs and incorporate into own careplans;

individual time allocated for particular needs ie church service attendance;

everyone interviewed for job according to job specification;

ldq (learning disability qualification) induction and foundation and nvq (national vocational qualification) offered to all staff'.

We received two completed surveys from people who were using the service at the time we requested the surveys. These had been completed on their behalf by their relatives. One person said they 'sometimes' make decisions on what they do each day and both said they know who to speak to if they are unhappy with the service. No additional comments were received.

The manager has confirmed in the AQAA that all staff had satisfactory pre-employment checks before appointment. This should mean that vulnerable people are protected by robust employment practices.

The manager told us that there are 17 care staff employed who work across three homes within the organisation. Over 50% of these staff have an NVQ (National Vocational Qualification) in Care, with further staff undertaking the qualification. This should mean that staff are appropriately trained to care for vulnerable people.

We were told that the service has provided training for staff on epilepsy, makaton and autism to ensure the home can meet the needs of people using the respite service.

The service has received seven complaints in the last twelve months, which were investigated under the home's complaints procedures. The AQAA states that none of these complaints were upheld. No complaints have been made to us about the service.

The manager has worked at the home for a number of years and has ten years experience of working with people with a learning disability. She has the skills and experience to manage the service. The manager is supported in her role by a senior support worker. This ensures consistency of care for people living at the home.

We have looked at the information available to us, including the AQAA and completed surveys, and we are satisfied the home is still providing good outcomes for people using the 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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