

Annual service review

Name of Service:	SCIC - 184 Drayton Avenue
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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:							
Patricia Flanagan	0	7	1	2	2	0	0	9

Information about the service

Address of service:	184 Drayton Avenue Stratford on Avon Warwickshire CV37 9LD
Telephone number:	01789298709
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Stratford & District Mencap	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	3	0

Conditions of registration:

The maximum number of service users who can be accommodated is: 3

The registered person may provide the following category of service only: Care Home Only (Code PC) To service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Learning disability (LD) 3

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

Drayton Avenue is a three bed roomed semi-detached house which offers long-term accommodation for adults who have learning disabilities. The house has a lounge, dining room, kitchen, toilet and utility room on the ground floor. On the first floor it has three bedrooms, a bathroom and a staff sleeping in room. 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. The fee information was not requested for this annual service review. People should contact the service to obtain up to date information.

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 09 October 2007.

The previous annual service review of 24 September 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.

A telephone call to the registered manager.

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 adequate, it did not provide us with all the information we had asked for. For example, the service has not identified any plans for improvements in the coming twelve months. We spoke with the manager to find out why some sections had not been fully completed. She told us that the home's quality assurance systems have identified that people are happy with the service as it is and documentation is available for inspection to demonstrate this. She advised that if areas for improvement in the coming twelve months were identified, they would consider implementing them, as appropriate.

We were told how the home ensure that people who use the service are consulted on things that matter to them. For example, The AQAA tells us how the home ensure they listen to the views of people who use the service. They said that they hold 'monthly house meetings, service user reviews, team meetings to discuss outcomes, keyworker reviews and quality assurance booklets are sent yearly.' They did not, however, tell us of any changes they have made, or plan to make, as a result of listening to people. The manager told us that if people identify any changes they wish to make, the home will consider and implement them, if they are able to do so.

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 three completed surveys from people who use the service. Two people said they 'usually' make decisions on what they do each day and all three people know who to speak to if they are not happy. One person commented; "My home is nice and smart. I like the garden and my flowers."

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 received two completed surveys from staff members, they told us in their surveys that they are always given up to date information about the needs of the people they care for.

Comments received included:

"It's very homely and meets each service user's needs." and "Would like more staff to spend time with service users."

The service has received 15 complaints in the last twelve months, which were investigated under the home's complaints procedures. We spoke with the manager who said that the home keeps a record of all concerns raised by people, whether these are minor issues or formal complaints. She confirmed that all concerns had been resolved to the satisfaction of the complainant. The home had not received any formal complaints. 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

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

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