

Annual service review

Name of Service: SCIC - Stratford Road, 27

The quality rating for this care home is: three star excellent service

The rating was made on: 1 3 0 5 2 0 0 8

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: Date of this annual service review:

Martin Brown 2 1 0 5 2 0 0 9

Information about the service

Address of service:	27 Stratford Road Shipston on Stour Warwickshire CV36 4AZ
Telephone number:	01608663129
Fax number:	01789296724
Email address:	david@stratfordmencap.org.uk
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	5	2	
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:	1	3	0	5	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>27 Stratford Road is a registered care home for 5 adults who have learning disabilities. Stratford and District Mencap provide 24-hour support and care for the people living in the home. The house is located on a main road close to the town centre of Shipston on Stour where a wide range of community facilities is available. There is a bus service from Oxford to Stratford with a bus stop directly in front of the house. 27 Stratford Road is a detached house built in the 1930's. It has been converted to provide five bedrooms for service users. There are two bedrooms on the ground floor and four bedrooms on the first floor, one of which is for staff doing sleep-in duties. There is also an office and bathroom with toilet on the first floor. There is access to a large loft area but for safety reasons this is not in general use. Shared facilities on the ground floor consist of a dining room, lounge, large kitchen, utility area, a shower room (which is wheelchair accessible), and a separate toilet facility. There are secluded gardens to the rear of the property, with wheelchair access.</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, or asked for, since the last key inspection or annual service review.

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. 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 home has ensured it has kept us informed of any incidents affecting the well being of people living there. Notifications in this respect have been regarding peoples ill-health, where hospital admissions have been required.

We have received no complaints regarding this service in the past year.

The service sent us their AQAA (self assessment form) when requested. This told us of the two deaths in the home in the past year, and how residents were supported through these.

It also noted the continuing low turnover of staff, and the high priority that good training continues to have.

The manager was spoken to by phone, and was able to give examples showing how residents continued to be well supported and encouraged to be independent and empowered. One resident was spoken with, who spoke positively of the home, of employment support, planned holidays, and involvement in staff selection. This person gave a clear impression of a service that continues to be well suited to the needs of the people living there, and has a positive ethos of mutual support, tolerance, and consideration.

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

We are not going to change our inspection plan, and expect to do a key inspection by May 30th 2010 at the latest.

However we may 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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