

Annual service review

Name of Service: Penwith Respite Care Limited

The quality rating for this care home is:	two star good service								
The rating was made on:	1	6	1	2	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:

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Name of inspector:	Date of this annual service review:								
Alan Pitts	0	9	1	1	2	0	0	9	

Information about the service

Address of service:	38 Polweath Road Treneere Penzance Cornwall TR18 3PN
Telephone number:	01736330638
Fax number:	01736330638
Email address:	penwithrespice@msn.com
Provider web address:	

Name of registered provider(s):	Penwith Respite Care Limited		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
learning disability	10	0	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes		
If yes, what have they been:	None		

Date of last key inspection:	1	6	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>Penwith Respite Care Ltd is located at modern purpose built premises on a Penwith Housing Association estate on the outskirts of town of Penzance. The premises are rented from Cornwall County Council. The home is close to local shops, facilities and bus routes. The service offers planned respite care to adults with a learning disability. The aim of the service is to provide service users and their carers with regular respite stays for up to eight nights each month. Stays at the home are arranged and contracted through the Cornwall County Council Department of Adult Social Care. The service can consider admissions for emergency stays in negotiation with Cornwall Department of Adult Social Care.</p> <p>The bungalow accommodates up to 10 people. The majority of the accommodation is on the ground floor. There is suitable access to, and within, the building for disabled people. All the bedrooms are single; nine are located on the ground floor. The communal space comprises a large L shaped sitting and dining room, and a separate</p>

smaller sitting area. The kitchen is located next to the dining area.

An annual block funding fee is paid by Cornwall County Council (DASC) to reserve the use of all ten beds and all services provided. The residential Charging Team determines whether a contribution is payable by each service user, through an individual financial assessment.

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 this service (the AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service, and 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 random inspection.

What has this told us about the service?

This service sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us the information we asked for. We looked at the information in the AQAA and our judgement is that the care home is still providing a good service and that they know what further improvements they need to make.

The AQAA told us the home does the following to incorporate the views of people that use the service:

People we support are encouraged (and assisted) to express their needs and wishes on arrival and during each stay. Activities, meals, outings, support, and transport arrangements are directly influenced by these views.

A variety of communication aids and techniques are used, and referrals for SALT (Speech and Language Therapy) Assessments and/or Independent Advocates are made when need identified. Holistic plans are encouraged and we liaise with Person Centred Planning Facilitators, parents, and other agencies involved in supporting individuals to promote co-operation and continuity.

Key-workers have 1:1 meetings with individuals (approximately once a month) to ensure that views are evaluated, Managers ask if stays have been enjoyable each morning, Staff reflect on comments and observations made at the end of each shift, Support Plans are updated when requested or required and changes discussed at handovers, team meetings, and reviews.

We have an open and transparent complaints procedure, actively encouraging all to make suggestions for improvement or express concerns, however small they may be.

Quality Assurance Surveys are evaluated and 100 percent of those returned (over past 3 consecutive years) have said that we have listened well and responded to views, respected wishes and choices, and investigated concerns/complaints effectively. 10 percent expressed concerns regarding the actions and future uncertainty of our contract with DACS (Department of Adult Care & Support), 7 percent requested more electronic communication, and 5 percent asked for more information about meals and

activities (for people with communication difficulties). The results of our QA surveys have now been summarised and sent out to all families, with details of actions proposed or taken.

The Annual Quality Assurance Assessment also told us the home made the following changes as a result of listening to people that use the service:

We had a new brochure printed and sent this to all existing people who use our service, with our new e-mail address, and mobile number.

We now send and receive more e-mails, for those who prefer electronic communication, and have a broadband package and a second laptop.

We have taken more photographs to send home following visits.

We have published more information for families, including how to get details (electronically or by phone) about self directed support, individual budgets, direct payments, benefits, advocacy, and person-centred plans. We have also encouraged parents to share information which other parents may find useful via our Newsletter.

We arranged a forum meeting (in July) so that people we support, including parent/carers, could openly discuss their concerns about future contract/services with our Directors and Nigel Stephens (CCC Commissioning and Partnerships Officer).

We invited Kim Carey (CCC Corporate Director of Adult Care and Support) to look around (in August) and explained the past, present, and future proposals and on-going concerns

The AQAA told us the service believes they provide good value for money because:

As a 'not-for-profit' organisation, led by parents, we account for every penny of public money spent at PRC. We have no hidden charges, and our Directors carefully monitor that money invested is always for the benefit of people who use our service, and individual support is not compromised while waiting for funding agreements.

Our occupancy is high, quality assurance surveys are positive, inspection reports are good, Investors in People status has been retained, and complaints are rare.

As a company, we are aware of the financial difficulties affecting everyone globally, nationally, and locally. We understand that our business needs to evolve rapidly, in line with new legislation and recommendations for best practice. We have also accepted that by waiting for agreements from Cornwall County Council, we will miss out on vital developments which can be funded from other sources of income, such as ILF.

As our block funding contract officially expired last September, we now have to be proactive to secure our own future and to meet individual needs by being truly person-centred and diverse, but also realistic. We have decided not to wait any longer for agreement to develop services proposed over three years ago. One organisation cannot possibly meet everyone's needs and expectations, but we have already identified that some of the existing people we support currently receive ILF, but cannot find reliable agencies that can provide consistent support within allocated budget. With

our existing infrastructure, we know that we can provide value for money in the community as well as the Bungalow. Management and Secretarial systems are already in place, which will save huge costs on administration, such as invoicing and payroll. We have a 'ready-made' training environment at the Bungalow where new employees can work with experienced staff and individuals (who currently receive residential short breaks) to build a relationship of trust while doing induction training, before working alone in the community.

While our block funding agreement has been temporarily extended, we are confident that we can branch out more, without compromising existing agreements. By starting slowly, we will be able to tender for future contracts with some experience of realistic costing for a high quality individualised service. We will also be able to assist DACS in meeting their objectives by encouraging families to consider positive alternatives to residential respite care, which will inevitably be reduced or withdrawn in the future.

We are convinced that our respite Bungalow will always be needed by some families and demonstrates good value for money, with existing occupancy and staffing levels. To provide the same support on an individual basis would undoubtedly cost far more than currently spent for 'group support', which clearly has many advantages as well as limitations. When individual budgets and direct payments are introduced, we are concerned that the funding will not meet our full costs, which includes accommodation and leisure as well as personal needs. By exploring different funding opportunities now, we are more likely to secure the future viability of Penwith Respite Care Ltd.

We received seven completed surveys from staff that work at Penwith respite Care. All made positive comments about how well the service supports the people that live there in a pleasant environment. Two made comment about building closer relationships with other services/professions to promote person centred planning.

We received four completed surveys from people that use the service (or their representatives). All were positive in their comments about the service, staff, and care provided. One made mention of increasing the activity options when it was not possible to go out due to inclement weather.

The AQAA also informed us that staff recruitment, retention, and training is a priority. Reviews of policies and procedures occur. The AQAA also told us that they have received 1 complaint since the last service review, which was resolved within 28 days.

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 15th December 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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