

## Annual service review

Name of Service: Pontesbury Project

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

The rating was made on: 2 5 1 1 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:

Sue Woods

Date of this annual service review:

1 1 1 1 2 0 0 9

## Information about the service

Address of service:	Hill Farm Pontesford Shrewsbury Shropshire SY5 0UH
Telephone number:	01743791975
Fax number:	01743791617
Email address:	
Provider web address:	

Name of registered provider(s):	The Pontesbury Project	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	6	0

Conditions of registration:								
The maximum number of service users who can be accommodated is:	6							
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) 6								
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:	2	5	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Hill Farm is provides care and accommodation for up to six adults with a learning disability. The home is a converted farmhouse which has been sensitively adapted to meet the needs of the people who live there without losing any of its homely character. All bedrooms are single, bathrooms and toilets are near to peoples' rooms and the communal rooms.
Hill Farm is located approximately nine miles from Shrewsbury on the edge of the

village of Pontesford. Access is from Bogey Lane, along a long single-track tarmacadam road leading to the original farmyard. Adequate car parking is available.

As no information is included in this report about fees that the service charges the reader is advised to contact the service for this information.

## 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. This included: The annual quality assurance assessment (AQAA) that was sent to us by the service when we asked for it. The AQAA is a self-assessment tool that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Two surveys received from people who live at the Pontesbury Project (referred to within this Review as Hill Farm)

Six surveys received from relatives

Nine surveys from staff who work at Hill Farm

Five surveys from health and social care professionals

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 that was carried out by the Commission for Social Care Inspection (now the Care Quality Commission, CQC) on 25th November 2008.

What has this told us about the service?

The home's self-assessment, completed by the acting manager with support from a named senior manager for the organisation, provided evidence to suggest that Hill Farm remains a well run home, with qualified and competent staff providing individualised care and a range of activities to ensure that people who live there enjoy a good quality of life. The acting manager told us, 'We continue to be held in high regard by all those involved with our service user group. Service users all have communication difficulties which necessitate positive working relationships with their support staff and this is reflected in the outcomes which are recorded in reviews. Service users have status in the local community and are able to enjoy local resources. Lifestyles are fulfilling and service users and staff are given opportunities to experience new challenges to enrich and stimulate'.

The feed back that we received via surveys about Hill Farm reflected that the home is well respected by relatives and health and social care professionals.

We were told by health and social care professionals that the home 'Promote independence and meet people's needs in a person centred way.' And that they 'Promote positive working relationships between outside agencies and families'.

Relatives told us that the home,

'Looks after my daughter really well and give her the attention she needs' and

'Make sure my son is happy and health issues are looked at. We are always made feel welcome'.

Two people who live at Hill Farm were supported to tell us that staff treat them well and listen and act upon what they said. People are able to do what they want during the day, in the evenings and at weekends. One person said that the home could improve by 'perhaps more quiet because some other service users are very noisy'.

These responses reflect information contained in the AQAA showing that the acting manager is aware of the strengths of the service and recognises the importance of building positive working relationships with people that are important to the people living at the home and with the professionals who work with them.

The manager also demonstrated in the AQAA that although the home offers excellent outcomes for people there are still areas where they would like to improve to make the service even better. She states, 'We are committed to ensuring the service remains abreast with social care and that the new regulations of quality standards are incorporated into our practices and procedures'.

She refers throughout the AQAA to new legislation that impacts on the service provided and explains how they implement the changes into practice within Hill Farm. For example they have updated their adult protection policies to ensure they continue to support vulnerable people and reflect current good practice.

Staff tell us that the Pontesbury Project are a good organisation to work for. All nine staff who completed a survey for us felt well trained and well supported.

One staff member told us that the Project, 'Care for its clients and staff in a professional manner'.

Other feed back also suggested that the home does well. Staff said that the home,

'Encourages individuals we support to reach their full potential and encourages the staff through training, risk assessments, mentoring etc to gain the knowledge, experience and confidence in supporting our clients in this way'.

'Meets the needs of individual service users well and takes into consideration their individuality and personal attributes. The home has a nice atmosphere where the service users feel comfortable and cared for'.

Other comments included, 'It is a very good home for supporting people which it does quite well and is very rewarding working here. I have worked in other homes and this is by far the best'.

'There is strong team work throughout the project'.

'There is a happy atmosphere in the house that reflects throughout'

When we asked staff what the home could do better only one suggestion was made and that was in relation to having 'more staff in some areas when needed'. Five of the nine staff told us that there are always enough staff available to meet peoples needs.

The other four staff there is usually enough staff available to meet peoples needs.

In the AQAA the acting manager identified that they value the staff who work at Hill Farm. She said that they, 'Maintain high levels of consistent and skilled staff by paying competitive salaries, ensuring good working conditions and offering benefits'.

Her comments for improvements over the last twelve months included that,

'Team building has been reinforced' and

'Individuals are now more aware of the standards required and how the organisation seeks to exceed these and continually improve and refine'.

Overall people could not think how the home could do better reflecting again people's satisfaction with the service provided

At the time of our last inspection we found that the home was performing well offering excellent quality outcomes for the people who live at Hill Farm

We found that 'Staff ensure that people's on-going welfare and health care needs are identified and appropriately addressed. People who live at Hill Farm are supported to have their own preferred lifestyle and interests and maintain relationships with their family and friends'. We did not have any requirements or recommendations that the home could do to make the service better than it already was. Since the time of our last inspection visit we have only received one notification relating to the absence of the registered manager. The AQAA suggests that interim arrangements are still in place and are working well.

There have been no safeguarding referrals and no complaints made to the home directly or to CQC about the service suggesting that people are satisfied with the quality of the care that they receive and are safe at Hill Farm.

All of this information suggests that the home continues to offer an excellent service with the acting manager and senior managers fully aware of the strengths and needs of the home ensuring that improvements are continually identified and addressed to ensure the continuation of providing good quality care.

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 25th November 2011. 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
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Audience:	General Public
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