

Annual service review

Name of Service: Wheatley Lane

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:

Alison McCabe

Date of this annual service review:

0 8 1 0 2 0 0 9

Information about the service

Address of service:	21-25 Wheatley Lane Lee Mount Halifax West Yorkshire HX3 5HN
Telephone number:	01422320986
Fax number:	
Email address:	lmacdonald@bridgewoodtrust.co.uk
Provider web address:	

Name of registered provider(s):	Bridgewood Trust Limited	
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 category: Old age, not falling within any other category - Code LD		
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
21,23 and 25 Wheatley Lane are properties that are managed by the Bridgewood Trust, which is an organisation that provides accommodation and care for adults with a learning disability in the Calderdale and Kirklees areas. The three houses on Wheatley Lane are situated in a residential area with easy access to the town centre of Halifax. The houses, which are adjoining, each provide accommodation for two people. The houses are well maintained and are furnished and fitted to a good standard.

The weekly charges in the home are subject to individual assessment depending upon the level of care to be provided.

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:

1. 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.
2. Surveys returned to us by people using the service and from other people with an interest in the service.
3. Information we have about how the service has managed any complaints.
4. What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.
5. The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.
6. Relevant information from other organisations.

What has this told us about the service?

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

Information in the AQAA told us where improvements have been made to the service. This includes;

The service user guide and statement of purpose have been updated.

A stable staff team has been developed and this has enabled more choice to be offered to the people living at the home.

More work and leisure opportunities have been identified and some people have started new courses this September, including sewing, IT and catering.

Individual support plans and assessments have been further developed.

Staff training in adult protection has been improved, updating staff and improving their awareness of the procedures.

Half the current staff team have completed NVQ level II in care and the manager has

almost completed NVQ level IV and the Registered Manager's Award.

The AQAA asks what the service does well. The manager said, 'We provide a secure and comfortable home for our service users. We communicate well with and involve families and other outside agencies. We promote leisure and educational opportunities on an individual basis. We are developing a good staff support team. We adhere to legislative requirements and apply policies and procedures well.'

The AQAA gives information about staffing at the home. There are four permanent care workers and all four have completed the expected induction training. Two of the care staff have achieved NVQ level II in care or above. All staff receive regular training relevant to their role. This is confirmed in the staff surveys received by the commission. No staff members have left employment in the home in the last 12 months, allowing for a stable staff team to develop.

The AQAA confirms policies and procedures are in place for dealing with complaints and protecting people, and no complaints have been received at the home in the last 12 months. In the past 12 months no safeguarding (adult protection) referrals have been made. Information received by the commission indicates that appropriate action is taken to protect people living at the home.

As part of this annual service review, the commission sent surveys to the following: six people living at the home, five were returned; ten staff working at the home, four were returned (only four care staff work at the home); five to social and healthcare professionals involved with the home, none were returned.

Four people who completed the survey said they were asked if they wanted to move into the home and were given enough information on which to base their decision, one said that this was not the case. All said they could choose how they spend their time, and four of the five said carers listened to what they said and the staff treat them well. One person commented that this is not always the case.

When asked if they were given enough information about people so they could meet their needs, two staff said always, and two staff said this was never the case. This should be explored further by the registered manager. All staff know what to do if someone has concerns about the home, and all confirmed that safe recruitment procedures are followed. Three of the surveys indicated that there are usually enough staff on duty to meet peoples needs and one indicated that this is always the case. Staff said the manager gives enough support and meets with them to discuss how they are working. Some of the comments made in response to the question 'what does the home do well?' include: " we have a good manager that gives us good support. We are also good at supporting residents in their day-to-day life.", " staff and service users work together as a team to improve the way residents live.", " sometimes written communication between staff is not as good as it could be." The home manager should review the written communication between staff.

The home continues to let us know about things that have happened since the last key inspection and they have shown that they manage issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

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

It is our statutory responsibility to inspect all care services at least once every three years. The completion of a risk assessment and annual service review has not changed our view of the quality rating of this service, therefore we are not planning to inspect the service before 18/10/10. 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)

Our duty to regulate social care services is set out in the Care Standards Act 2000. The content of which can be found on our website.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a copy of the findings in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.