

Annual service review

Name of Service: 136d Warminster Road

The quality rating for this care home is: two star good service

The rating was made on: 0 4 0 3 2 0 0 9

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:

Shelagh Murphy

Date of this annual service review:

0 8 0 2 2 0 1 0

Information about the service

Address of service:	136d Warminster Road Norton Lees Sheffield S8 8PQ
Telephone number:	01142583304
Fax number:	
Email address:	steven.danford@sheffield.gov.uk
Provider web address:	

Name of registered provider(s):	Sheffield City Council - Disabilities Services Division
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Conditions of registration:

Category(ies) :	Number of places (if applicable):
	Under 65 Over 65

learning disability	2	0
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Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	None.
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Date of last key inspection:	0	4	0	3	2	0	0	9
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Date of last annual service review (if applicable):								
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Brief description of the service

Warminster Road is a care home providing short-term care for up to two adults with learning disabilities. It is in a residential area of Sheffield with good access to public services and amenities (e.g. bus services, shops, libraries and pubs).

The home is a two-storey house. Accommodation consists of a lounge/diner and kitchen area on the ground floor. On the second floor there are two bedrooms. There are sufficient toilet and bathing facilities.

The cost of the service varies dependent upon the age of the service user, the fees at the time of the last inspection in March 2009, were £77.50 per week for people under 25 years, £90.00 per week for people aged 25-59 years and £127.75 for people aged 60-65 years. These fees included all meals, and were under review.

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 received, or asked for, since the last key inspection. This included,

The Annual Quality Assurance Assessment or AQAA report 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.

Surveys we conducted with people who used the service.

Information we have about how the service 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 inspections 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 Annual Quality Assurance Assessment or AQAA report was received on time. We looked at the information in the AQAA and our judgement is that the service is still providing a good service and that they know what further improvements they need to make.

For example the AQAA report stated that the service would continue to listen to people who use the service and other stakeholders. They said they would do this by,

"Service users are all introduced to the Short Breaks Services via reviews or if in an emergency situation, via a needs assessment. The Short Breaks Services hold monthly respite user group meetings known as RUGS, (Respite User Group in Sheffield), where services users are involved in decision making and sharing views and it is also used as a social event. We hold regular tea and coffee events which is also an essential part of gathering information. Due to the future plans for 136d Warminster Road consultation meetings have been held at different venues across Sheffield and at different times to maximise attendance".

The service was able to identify what changes it has made as a result of listening to people and these included,

"Guests have asked that more activities be provided in the home. One guest asked for a table football machine another for a Wii console and these have been purchased and

are well used. Some of the women had requested pampering sessions and as a result nail varnishes and beauty products have been purchased".

The service was able to identify the developments they were aiming to achieve over the next 12 months. These included,

"We are trying to get funding for an internet connection as more guests have this facility at the home".

We received seven surveys from people who used the service. They were all positive. When we asked what the service did well they told us,

"We always make decisions about what we do when we go for a stay at Warminster Rd".

"I have people to talk to if I'm not happy".

"The home is always nice and clean and I stay in the same room each time I visit".

"The staff and managers treat me well".

"The staff are caring".

When we asked what the service could do better people who stayed at the home did not reply to the question. Two relatives completed a survey on their relatives behalf and they told us,

"My son goes to Warminster Rd for respite care. He always enjoys the visit, is well cared for by the friendly and capable staff".

"The staff support (the person) in every way".

Two staff sent back a survey, they were both positive. When asked what does the service do well staff said,

"We care for people and ensure they receive a good service when they come to stay with us".

When asked what improvements could be made to the service staff told us,

"We should be able to offer a service for a longer period than the usual 35 days per year".

We did not receive any surveys back from health professionals.

We contacted Sheffield Council's Contracts and Commissioning team to seek their views on the service and they told us they had no concerns about the service.

The AQAA report tells us that the service had a stable and experienced staff team. However, only 33 per cent of the staff team had completed the National Vocational Qualification, NVQ2 in Care awards. This was an area that the service needed to

develop, over the next year, to ensure that more staff have been assessed as having the appropriate skills and knowledge to support people appropriately.

Over the last year, there had been no complaints made to the service provider and we did not receive any complaints about the service. There had been no adult safeguarding referrals made over the last year from the service.

The inspection record showed us that the service notified us of incidents required by the regulations. And that the standards in the service were monitored regularly by a representative of the organisation. This helped to ensure that the service was run in the best interest of people who used it.

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

It is our Statutory responsibility to inspect all care service at least once every 3 years.

The completion of this Annual Service Review has not changed our view of the quality rating of this service therefore we are not planning to inspect this service before 3rd March 2012.

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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