Annual service review

**Name of Service:** Helmsley Road Short Break Service

<table>
<thead>
<tr>
<th>The quality rating for this care home is:</th>
<th>two star good service</th>
</tr>
</thead>
<tbody>
<tr>
<td>The rating was made on:</td>
<td>2 2 1 0 2 0 0 8</td>
</tr>
</tbody>
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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:**

<table>
<thead>
<tr>
<th>Name of inspector:</th>
<th>Date of this annual service review:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mary O'Loughlin</td>
<td>2 1 1 0 2 0 0 9</td>
</tr>
</tbody>
</table>
## Information about the service

| Address of service: | 27-33 Helmsley Road  
Rainworth  
Nottinghamshire  
NG21 0DQ |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone number:</td>
<td>01623476939</td>
</tr>
<tr>
<td>Fax number:</td>
<td></td>
</tr>
<tr>
<td>Email address:</td>
<td><a href="mailto:sarah.robinson@nottscc.gov.uk">sarah.robinson@nottscc.gov.uk</a></td>
</tr>
<tr>
<td>Provider web address:</td>
<td></td>
</tr>
<tr>
<td>Name of registered provider(s):</td>
<td>Nottinghamshire County Council</td>
</tr>
<tr>
<td>Conditions of registration:</td>
<td></td>
</tr>
</tbody>
</table>
| Category(ies) :      | Number of places (if applicable):  
Under 65  
Over 65  
learning disability  
12  
0 |
| Conditions of registration: |                                                  |
| That two named existing long-term service users may remain at the home | Yes |
| 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: | Nil |
| Date of last key inspection: | 2 2 1 0 2 0 0 8 |
| Date of last annual service review (if applicable): |                                                  |

### Brief description of the service

There are 4 bungalows at Helmsley Road that provide single rooms for people who have a learning disability. The service is part of Nottinghamshire County Council's short-breaks provision. Located in the village of Rainworth, Helmsley Road is close to shops, pubs, post office and a garden centre - all within a mile distance. The last key inspection was done on 22/10/2008 and the report is made available for people within the main offices at the service.

Fees: The fee level is on an individual basis following assessment by a Social Worker.
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. 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 returned to us by staff at 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 the results of any other visits that we have made to the service in the last 12 months.

What other people have told us about the service.

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 that the home is still providing a good service and that they know what further improvements they need to make.

The manager tells us in the AQAA that they have reviewed the way medicines are managed following our last key inspection and that the improved safeguards have prevented any further medicine errors occurring. We have not received any complaints about the service in the last twelve months. The manager told us that the home has received two complaints within the last 12 months and that these were resolved within the 28 day timescale.

We sent five surveys to people who use the service in July 2009 but we did not receive any responses and therefore cannot comment on the views of people using the service.

We received three responses to our staff surveys which told us that the staff at the home continue to receive appropriate training that keeps them up to date. Staff commented, "We have a good staff team that work well together".

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed 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.
The manager told us in the AQAA that the service had initiated one safeguarding adult investigation. We did not receive any notification in relation to this incident which is required by regulation. The staff spoken to at the home on 21/10/2009 confirmed that appropriate investigations were undertaken to safeguard people at the service but also highlighted the need to ensure correct reporting procedures should be followed in future.

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

We are not going to change our inspection plan, the next inspection of this service will be based on The Fees and Frequency Regulations (2007) and the assessment of risk.

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.
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

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