

Annual service review

Name of Service: Bradbury House, Salisbury

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

The rating was made on: 1 5 0 1 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:

Alyson Fairweather

Date of this annual service review:

1 2 0 1 2 0 1 0

Information about the service

Address of service:	The Portway Salisbury Wiltshire SP4 6BT
Telephone number:	01722349144
Fax number:	01722349166
Email address:	jemmadowdne@wiltshire.gov.uk
Provider web address:	

Name of registered provider(s):	Wiltshire Council		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
learning disability	8	2	
Conditions of registration:			
The maximum number of service users who can be accommodated is 10.			
The registered person may provide the following category of service only: Care home providing personal care only- Code PC to service users of either gender whose primary care needs on admission to the home are within the following categories: Learning disability- Code LD Learning disability over 65 years of age- Code LD(E)			
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:	1	5	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
The building is a purpose built residential unit offering respite care for up to 10 adults with learning disabilities. The building has 10 single bedrooms, some having hoisting facilities, several assisted baths and toilets, as well as equipment for people with a sensory impairment. There are two high dependency rooms and one room for emergency placements, as well as several lounges for communal use, a large dining room and a well-equipped kitchen. There is also a training kitchen which is used by service users hoping to increase their independence. It is envisaged that a respite period would not last more than 8 weeks, and an emergency placement would be

reviewed after 48 hours. However, some emergency placements last longer than this if no appropriate accommodation can be found.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We last inspected this home in January 2009, and we did an Annual Service Review in June 2008. We looked at all the information that we have received, or asked for, since then.

This included:

- a) 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.
- b) Surveys returned to us by people using the service and from other people with an interest in the service.
- c) Information we have about how the service has managed any complaints or safeguarding referrals.
- d) What the service has told us about things that have happened in the home. These are called 'notifications' and are a legal requirement.
- e) The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.
- f) Relevant information from other organisations.
- g) 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. They told us that they try to ensure the views of all the people who use the respite facility are listened to. They told us that in 2008 people said they wanted a games court facility. Friends of Bradbury raised money on behalf of Bradbury House and raised £8000 which paid for the now successfully completed games area.

Two people who use the respite service wrote to us. They all were happy living there, and all of them said that staff treated them well and listened to them. One resident told us that staff were: "Always friendly, polite, and caring, and always help me out". Another told us: "I get to do drawing and make posters. I made a Halloween Bonfire picture. I get to help with the cooking".

The home told us in their AQAA that they have excellent relations with service users and other professionals to ensure all support networks feel welcome within the service. They said that all staff actively support service users to participate in their work placements whilst on respite breaks. They also said that when they allocate respite dates they try to promote continued friendships by offering dates to friends at the same time, enabling and encouraging friendships to continue and grow.

We received comments from four members of staff. One said: "Staff work hard and put the needs of the residents first". Another said: "Staff do their jobs but also have fun with the residents". Two people told us that the good thing about working in Bradbury House is that they "work as a team", and one person said: "We have a very supportive

and caring manager". Two of the four staff members said they would like to have more staff on shifts, and less agency staff, so that they could do more with residents.

They told us that they wanted to improve in certain areas. They plan to recruit a waking night member of staff to ensure outside agencies are not required, and also hope to employ a caretaker and domestic staff member, as they are currently vacant positions.

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.

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

Subject to any changes in registration practice following implementation of the Health and Social Care Act 2008, our current plan is to do a key inspection by 15th January 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

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