

## Annual service review

Name of Service: 134 Newtondale

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

The rating was made on: 1 4 1 0 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:

George Skinn

Date of this annual service review:

2 3 1 0 2 0 0 9

## Information about the service

|                       |  |
|-----------------------|--|
| Address of service:   | 134 Newtondale<br>Sutton Park<br>Hull<br>East Yorkshire<br>HU7 4BP |
| Telephone number:     | 01482829276  |
| Fax number:           |  |
| Email address:        |  |
| Provider web address: |  |

|   |                                   |         |  |
|---|-----------------------------------|---------|--|
| Name of registered provider(s):   | Avocet Trust                      |         |  |
| Conditions of registration:   |                                   |         |  |
| Category(ies) :   | Number of places (if applicable): |         |  |
|   | Under 65                          | Over 65 |  |
| learning disability   | 1                                 | 0       |  |
| 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 | 4 | 1 | 0 | 2 | 0 | 0 | 8 |
| Date of last annual service review (if applicable): |   |   |   |   |   |   |   |   |

|  |
|--|
| <b>Brief description of the service</b>  |
| <p>The service at 134 Newtondale is owned and managed by Avocet Trust. It is one of a small number of similar services that Avocet provides. Avocet Trust is a registered charity. 134 Newtondale is registered to provide care and accommodation for one adult with a learning disability. The home is on Sutton Park close to the North Point Shopping Centre on Bransholme. 134 Newtondale is a bungalow with two bedrooms. There is a sitting room, kitchen, a large bedroom and the second small bedroom has been utilised as a staff sleeping in room. There is a driveway to the side with space for car parking and a garage. There is a small garden to the front and rear. There are shops, public houses, a medical centre and a post office all within walking distance. Public transport to various parts of the city is easily accessible.</p> |

## **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:

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 people using 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.

Relevant information from other organisations.  
What other people have told us about the service.

What has this told us about the service?

The service sent us their 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 service is still providing a good service and that they know what further improvements they need to make.

The service continues to let us know about things that have happened since our last key inspection, no complaint have been received by the CQC since the last inspection with regard to this service.

We sent out some questionnaires for the staff and people who live at the home to complete and send back to us. These told us that people are still happy living at the home and they can do things which they enjoy doing.

The staff told us they are well supported by managers and receive training which provides them with the skills to care for people properly.

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 20/10/10.

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                          |
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