

Annual service review

Name of Service: 108 Barnfield Avenue

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:

Martin Brown

Date of this annual service review:

1 5 0 7 2 0 0 9

Information about the service

Address of service:	108 Barnfield Avenue Allesley Coventry West Midlands CV5 9FX
Telephone number:	02476403067
Fax number:	
Email address:	
Provider web address:	info@Inshoresupportltd.com

Name of registered provider(s):	Inshore Support Limited
Name of registered manager (if applicable)	

Karl Martin Davis		
Mr Andrew David Perkins		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0

Conditions of registration:	
The maximum number of service users registered is 4.	
The registered person may provide the following category of service only: Care home only - code PC To service users of the following gender Both Whose primary care needs on admission to the home are within th following categories: Learning Disabilities (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
108 Barnfield Avenue is located in the Allesley area of Coventry along a quiet residential road and is close to a range of amenities such as shops, places of worship, library, pubs and restaurants. The home is also close to bus routes for Coventry City

Centre, Birmingham and Solihull and not far from the main A45 Northampton to Birmingham trunk road. Accommodation and support is provided for up to four adults with learning disabilities. Bedroom accommodation is on the first and ground floor. All of the bedrooms have en-suite facilities. One of these has a bath, whilst the second is in the process of being converted into a shower room. There are two toilet facilities located on the ground floor that are close to the lounges and a communal shower is also available on the first floor. Shared space consists of two large lounges, dining room and kitchen. There is a large and well landscaped garden at the rear of the building that is accessible for wheelchair users. There is a utility room on the ground floor that contains the laundry facilities. The office is also situated on the ground floor and staff have their own sleep in bedroom on the first floor. There is some off road parking for up to three vehicles. Staff confirmed from service information that current fees range from £2005 per person per week, to £2375.

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. 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 previous inspection, twelve months ago, gave the home a 'good' rating, noting improvements in the home, and made no requirements. At that time, there were just two residents. Now the home is fully occupied with four residents.

The home has kept us informed with notifications of any events that have, or may have, affected the well-being of people living at the home. These have involved incidents of challenging behaviour by specific residents.

We have received no complaints concerning the home, and no reports of incidents that have raised concerns about the safety of people living in the home.

The home was contacted by phone and two staff members were spoken with. Current issues and how they were being managed were discussed. The staff advised that the two most recent admissions had settled in well after a lengthy introductory period. They also advised that agency staff were rarely used, with the service preferring to use 'bank staff' or existing staff doing extra hours, in order to maintain consistency.

Three relatives of people using the service were able to be contacted by phone. Comments were positive, with relatives noting how well new arrivals had settled in, and how staff supported family visits and contacts. "Staff are brilliant" was one comment. "We're happy with the service" was another. One relative noted that people went out a lot, and the small group suited them. Relatives said that they were included in the care reviews and were kept informed of any significant developments. Relatives spoken with said that moving to Barnfield had been a positive and well-informed choice for the people concerned.

One resident was spoken with by phone, said they were happy at the home, and looking forward to a forthcoming birthday. This person keeps in regular contact with relatives by phone and by the internet. Staff spoken with showed a good awareness of the difficulties this person can experience, and how they can be supported.

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

We are not going to change our inspection plan, and expect to do a key inspection by July 30th 2010 at the latest.

However we may 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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