

Annual service review

Name of Service: Primrose Road (38)

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

The rating was made on: 0 9 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:

Robert Cole

Date of this annual service review:

1 6 0 9 2 0 0 9

Information about the service

Address of service:	38 Primrose Road Leyton London E10 5EE
Telephone number:	02085586647
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Outward		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
learning disability	6	6	
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:	0	9	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
The home is situated in a residential area of Leyton in the London Borough of Waltham Forest, and is close to shops, transport links and other local amenities. The home is purpose built, and accommodates six service users with learning disabilities. The home is on two floors, and has a lift to allow access to all service users. The home is privately run and part of Outward.

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 home last had a key inspection on the 9/10/08. At that inspection, the overall standard of care and support provided was judged to be good. A total of three requirements were set, none of which were repeat requirements.

The CQC has not received any complaints about the home since the previous inspection. The CQC has not received any safeguarding alerts about the home since the last inspection.

The home has notified the CQC as appropriate of any significant events that have occurred since the previous inspection.

As part of this review process, the home completed an AQAA at the request of the CQC. This sets out how the home is meeting the needs of service users in line with National Minimum Standards. For example, on equality and diversity issues the AQAA states "We recognise service users individual identities and culture needs. For example, one service user has French cultural background and we are able to ensure that she continues to explore her culture. For example, the service user enjoys being included among the French speaking people and went to France to visit her family. Our staff team reflects this and we are recruiting for a French speaking volunteer. The diverse staff team reflects the ethnicity of the service users and the community in which they live; we recognise however that this can be improved. We support one of our service user to her choice of worship, and encourage her to take part in community and faith activities."

Whilst on care plans the AQAA states "We are currently working with service users around PCP (person centred planning) with all our service users. We have updated service users support plans in the new format and service users accessible version which staff and where possible service users are required to read through and sign to ensure consistent practise with service users. These are reviewed to reflect service

users needs. This is reviewed on a 12 month basis as standard, but if the service users needs changes, service users are aware they have the right to instigate a review at any time or the key workers."

The AQAA also highlights where the home seeks to improve over the next twelve months, for example "We are communicating with Age Concern and MENCAP to explore services and activities for an ageing client group with learning disability as the appears to be very limited resources. To provide training to one of our service user who has expressed wanting to become independent while in the project. Plan a realistic training programme for her to achieve her goal. Look at how we evidence the provision of choice and independent living skills to empower service users to take control of their life."

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 the 30/09/10. However, we can inspect the service at any time if we have concerns about the quality of the service or of the safety of people using the service.

Reader Information

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