

Annual service review

Name of Service: 51a Circuit Lane

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

The rating was made on: 1 2 0 2 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:

Stephen Webb

Date of this annual service review:

1 3 0 1 2 0 1 0

Information about the service

Address of service:	51a Circuit Lane Southcote Reading Berkshire RG30 3HB
Telephone number:	01189574644
Fax number:	01189574644
Email address:	qualitycareproviders@yahoo.co.uk
Provider web address:	www.qualitycareproviders.co.uk

Name of registered provider(s):	Quality Care Providers Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	6	0

Conditions of registration:		
The maximum number of service users to be accommodated is 6.		
The registered person may provide the following category/ies of service only: Care home only - (PC) to service users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Learning disability (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:	1	2	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Quality Care Providers is based at 51A Circuit Lane, which is approximately two miles from Reading Town Centre. It is a six bedded home, offering care to six service users with learning and associated disabilities. The house is domestic in appearance, has two ground floor and four first floor bedrooms. The home is located on a public transport route and has access to local facilities.

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

What did we do for this annual service review?

We looked at the information that we have received, or asked for, since the last key inspection in February 2009. 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 gives us numerical information about the service.

Any surveys returned to us by service users and others with an interest in the service.

Any information we have received 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 any action taken in response to requirements or recommendations made within the previous inspection report.

What has this told us about the service?

The annual quality assurance assessment (AQAA), was returned late by the manager, following a reminder letter and a further telephone call. It provided current details about the home including areas where action has been taken to make improvements.

The manager reported that since the last inspection a range of improvements had been made in direct response to resident feedback. For example the refurbishment of two bathrooms; the purchase of new furnishings; the retention of specific staffing arrangements to facilitate access to community activities, and changes to the menus. TV aerial sockets have been provided in bedrooms to enable residents to watch programmes there if they are not being watched in the lounge, and two residents have also had satellite tv installed in their bedrooms. Residents also chose to spend Christmas at a holiday camp which was arranged for them. Communication with residents' families has been further developed through the use of email, and one-to-one sessions have been introduced for residents.

Other changes reported since the last inspection include the completion of new person-centred plans for all residents, review of individual risk assessments, behaviour management plans and the pre-admission assessment format. Two service users have been supported to move to supporting living settings, and two now have independent advocates. Additional adaptations have been provided within the building to promote resident independence, and improvements have been made to medication management and monitoring and to consistency of care practice. Training has been given to staff on a specific communication technique to enhance communication with one resident, and progress continues on staff NVQ attainment.

The AQAA also indicates a range of planned improvements for the future.

There were no requirements arising from the last inspection.

Since the last inspection, no notifications of reportable issues have been made to the Commission.

The completed AQAA indicated that three new complaints had been received about the service in the last twelve months, two of which were reportedly addressed within 28 days. No complaints have been received by the Commission, for forwarding to the service, since the last inspection.

The AQAA indicated there had been one safeguarding referral relating to this service since the last inspection. However, the manager clarified that in fact this related to an unregulated area of the provider's service and not to the residential home.

The AQAA indicates a responsive service, which consults residents through feedback forms and surveys, completed with staff support if desired; monthly resident meetings; the use of specialist communication tools, and through monthly keyworker meetings.

Our judgement is that the home continues to provide a good service to meet the needs of residents, and provides good outcomes for residents.

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

We will not change our inspection plan, and will undertake the next key inspection by the 12th of February 2011.

However, we can inspect the service at any time if we have concerns about the quality of the service or the safety of residents

Reader Information

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