

Annual service review

Name of Service: Meadowside

The quality rating for this care home is:	two star good service							
The rating was made on:	2	1	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:	Date of this annual service review:							
Christine Lawrence	3	0	0	9	2	0	0	9

Information about the service

Address of service:	Liverpool Road Walmer Deal Kent CT14 7NW
Telephone number:	01304363445
Fax number:	01304381537
Email address:	john.wilson@kent.gov.uk
Provider web address:	

Name of registered provider(s):	Kent County Council
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	20	0
physical disability	20	0

Conditions of registration:	
The maximum number of service users to be accommodated is 20.	
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) Physical disability (PD)	
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes

If yes, what have they been:	A new manager has been in post since August. He confirmed that he is going to apply for registration.
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Date of last key inspection:	2	1	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

Meadowside provides respite and transitional care and support to a maximum of 20 people who either have learning disabilities or physical disabilities. The home is set in a quiet location in Walmer within 10 minutes drive of Deal. There is a car available for staff to take residents out and about but no vehicles with wheelchair access are available. There are public transport services in the area. The building is set in attractive gardens with an adjacent day service on the grounds.

Meadowside is set over two floors. There is push button access in and out of the home for. The office/reception is by the entrance. There is a range of communal facilities. There is a large lounge with a drinks/kitchenette adjoined by a serving hatch. There is a quiet lounge with a table that is usually used for board games and puzzles. An additional kitchen and lounge are near the bedrooms that are used for transitional service users. All bedrooms are single. Bedrooms registered for people with learning disabilities are quite small with basic furnishings. Four bedrooms are registered for people with physical disabilities. There are two bedrooms with adjustable beds and overhead hoists and two other ground floor rooms with space for mobile hoists.

We will carry out a key inspection before 20 October 2010.

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

What did we do for this annual service review?

We looked at the annual quality assurance assessment (AQAA) 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.

We looked at surveys returned to us by people using the service and from other people with an interest in the service.

We checked our information about how the service has managed any complaints. There have been none in the last twelve months.

We looked at what the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

We looked at the previous key inspection and the results of any other contact that we have made to the service in the last 12 months. There were no requirements from the last inspection. We spoke with the new manager of the home.

What has this told us about the service?

The AQAA was sent to us when we requested it. It provided us with information about the outcomes for people using the service. It was detailed and clearly written.

In the completed AQAA the manager informed us that the following things have been improved, built upon or developed in the past twelve months:- mealtimes are now more flexible with greater choice; people who use the service are more involved in planning activities and there is a board displaying options and staff availability; a computer for service users use and personal DVDs (television reception is poor in bedrooms) have been purchased; people who use the service have been involved in producing a recent newsletter and four rooms now have lockable facilities for storing medication to encourage people to be more involved in managing their own medications. All staff have completed training regarding the Mental Capacity Act and personalising services. Residents' support plans have been improved. New dining room furniture has been purchased and a bathroom has been converted to a shower room to provide more choice. Some carpets have been replaced and new garden furniture purchased.

The manager also informed us that the following things are planned for the coming year:- to ensure that service users staying for short, respite periods are still part of the person centred planning approach; to involve people who use the service in interviews for new staff and to identify any training required through the training matrix.

We received surveys back from eight people who use the service (some of who completed the survey independently and some who had assistance from staff members). They made the following comments in response to the question "What does the home do well?" "Everything" (two people said this). "The staff are good and treat

me well". "Lots of things". "I feel happy. I enjoy coming for respite. I enjoy the outings, the new computer, chatting with staff. The board in reception tells me with pictures which staff is working, activities planned. I feel independent, making my own choices". "I like the food. Everything is good". "Going out on activities, shopping, arts and crafts, cooking, games. Good food". "The care is good and helpful". "It's a nice place to stay". "I'm happy with everything".

There were no negative comments but some people said they would like more activities, more staff and more clients.

Two relatives also completed surveys which reflected that they were satisfied with the service which Meadowside provided. They said that staff are friendly and helpful.

Comments from care managers also reflected satisfaction with the service provided.

Seven staff completed surveys and these clearly reflected that they felt that Meadowside provides good care and they feel confident about knowing the people who use the service. They felt the activities offered were good and several people used the words choice, dignity and respect.

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 appropriately. 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?

We are not going to change our inspection plan, and will do a key inspection by 20 October 2010. 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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