

## Annual service review

Name of Service:	Apperley House
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The quality rating for this care home is:	three star excellent 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
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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:								
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Name of inspector:	Date of this annual service review:							
Sharon Hayward-Wright	2	5	0	3	2	0	1	0

## Information about the service

Address of service:	97 Gloucester Road Tewkesbury Glos GL20 5SU
Telephone number:	01684292658
Fax number:	01684293795
Email address:	
Provider web address:	

Name of registered provider(s):	Aspirations Care Ltd
Name of registered manager (if applicable)	

Miss Johanna Russell		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	10	0
physical disability	6	0

Conditions of registration:	
The home is registered to provide care and accommodation for up to ten service users with a learning disability and up to six people with physical disabilities. The total number of service users who may be accommodated is ten.	
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
<p>Apperley House opened in Spring 2006 and is located in a residential area of Tewkesbury. It aims to provide care and accommodation for people with learning disabilities who may also have physical disabilities and complex needs.</p> <p>The home has two floors, each with a kitchen and lounge. All bedrooms have</p>

individually adapted en-suite facilities. There is a large garden and a patio.

Prospective service users and people involved in their care are provided with written and verbal information about the home including copies of the Service Users' Guide and Statement of Purpose.

## 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. This included:

The annual quality assurance assessment (AQAA) that was sent to us by the home. The AQAA is a self-assessment that focuses on how well outcomes are being met for people living in the home. It also gave us some numerical information about the home.

We sent surveys to the home for people who use the service, their relatives/representatives, staff and external social and health care professionals. Information we have about how the home has managed any complaints.

What the home has told us about things that have happened. 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 home in the last 12 months.

What other people have told us about the home.

The previous Annual Service review (ASR)

What has this told us about the service?

We feel that the home is being well managed. The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us the information that we asked for. The home told us in the AQAA about its strengths in different areas and what they do well. This includes obtaining the views of people who use the service. As the service cares for people who have profound disabilities they require assistance with communication. The AQAA states that the home is building up communication tools with the help of external professionals to help staff gauge people's feelings and moods. Quality assurance questionnaire are sent to people's relatives/representatives and a suggestion box has been provided in the home. The AQAA states that as a result of the feedback they have received they have redecorated people's rooms, reviewed the activities provided and devised health action plans. This is to help make sure that if people are transferred to hospital it is a smooth transition and the staff in the hospital have access to information about people's needs.

The AQAA says that 90 percent of care staff have an NVQ 2 and 45 percent of care staff have an NVQ 3 or 4 in Health and Social Care, which is excellent.

Since the last key inspection we have not received any complaints about the service and the AQAA states the home has received 3 but these were not upheld following an investigation.

The home notifies us of any incidents as required under the Care Home Regulations 2001 and those that involve investigation are carried out and the findings are also sent to us.

The survey we received back from a person who uses the service was very positive and they commented " I like the choice of activities and being able to do different things each day".

The surveys we received back from relatives of people who use the service indicated they were happy with the standard of care provided. Relatives felt that the staff were very good and one relative said "we feel fortunate to have found a safe haven for our vulnerable relative with caring and dedicated staff". Some concerns were expressed about how people's laundry is managed, heating in one person's room was not sufficient and communication at times. One relative said that requests are not always actioned. Two relatives said they have concerns about activities, one was concerned that their relative does not get the one to one activities that they can take part in and the other relative felt more stimulation is required.

The feedback we received from two external health care professionals was very good, they praised the home in meeting the needs of people and that the staff have good relationships with people's families. They both felt the home is well run.

The feedback from staff was also positive and they all said they enjoy working at the home and receive training to meet peoples needs. Some staff felt they do not get enough support from the manager and they do not meet frequently to discuss how they are working.

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

Subject to any changes in registration and inspection practice following implementation of the Health and Social Care Act 2008, our current plan is to do a key inspection by the 4th 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 people who use the service.

## Reader Information

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