

## Annual service review

Name of Service: Camberley Cottage

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

The rating was made on: 1 4 0 1 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:

Mavis Clahar

Date of this annual service review:

0 6 0 1 2 0 1 0

## Information about the service

Address of service:	1 Coolarne Rise Camberley Surrey GU15 1NA
Telephone number:	01276686898
Fax number:	02392251331
Email address:	
Provider web address:	

Name of registered provider(s):	Dolphin Homes Ltd
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	6	0
physical disability	6	0
sensory impairment	6	0

Conditions of registration:	
The maximum number of service users to be accommodated is 6.	
The registered person may provide the following category 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) Sensory impairment (SI)	
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:	The Registered manager has resigned and a new acting manager has been in post waiting for his CRB to process his application for post of registered manager.
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Date of last key inspection:	1	4	0	1	2	0	0	9
Date of last annual service review (if applicable):								

### Brief description of the service

Camberley Cottage is owned by Dolphin Homes. It is a newly built home for up to 6 people with learning disability, physical disability or sensory impairment. It has been suitably adapted for access and has a lift to the first floor. It is located in a residential road in Camberley with access to buses and 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 all the information that we have received since the last key inspection. 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.

Surveys

No surveys from people living at the home were returned to us.

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 sent us their Annual Quality Assurance Assessment (AQAA) when we asked for it. Information provided in this document was good. No surveys were received from people living at the home. However the AQAA informs service users are satisfied with the care and support they receive in the home. The AQAA further informs us service users are enabled and encouraged to make decisions about what they do during the day, in the evenings and at weekends. In the previous Key inspection report service users indicated they knew whom to talk to if they were not happy and knew how to make a complaint. The AQAA informs us that the staff always treat service users well, and listen and act on what they say and that the food provided at the home was good.

The AQAA informs us that over 62.5% of carers have attained NVQ L2 and above and currently 37.5% of staff are in the process of completing their NVQ L2 to L3 in Health and Social care.

Carers work from a detailed person centred care plan which is reviewed daily, weekly or monthly depending on the needs of the service user. Medication training is current and records of medication received, administered and returned to the pharmacy are kept. Staff follow the homes policy and procedure on administering medication.

The AQAA informs us that the home ensures equality and diversity issues are incorporated and promoted within the service by having active policies which are reviewed regularly and they are included in their mission statement, statement of purpose and included in the service users' care plans. Service users are also encouraged to be more proactive in deciding which activities they wish to engage in and activities are recorded in their Personal Care plans. Service users are also encouraged and supported to be involved in staff selection. Staff are trained in Safeguarding Adults based on the Surrey multi-disciplinary process. The AQAA informs the home has not received any complaint since the last Key inspection.

The home continues to let us know about things that have happened since our last key

inspection. 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 will continue with our inspection plan and the service will receive a key inspection as planned during 2010/11. Should the service change provider then this key inspection date will be reviewed.

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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