

Annual service review

Name of Service:	Heartwell House
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The quality rating for this care home is:	two star good 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:							
Martin Hefferman	1	7	1	1	2	0	0	9

Information about the service

Address of service:	32 Shaftesbury Avenue Leicester LE4 5DQ
Telephone number:	01162665484
Fax number:	01162232564
Email address:	rizheartwell@yahoo.co.uk
Provider web address:	

Name of registered provider(s):	Heartwell Care Limited	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	10	0
mental disorder, excluding learning disability or dementia	10	0

Conditions of registration:		
The maximum number of service users in admitted to home is 10.		
The registered provider may provide the following category of service only: Care home only - Code PC To service users of the following gender: Either Whose primary care needs on admission to the home are within the following category: Mental Disorder - Code MD of the following age range 18 years and over. Learning Disability - Code LD of the following age range 18 years and over.		
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
Heartwell House provides care for up to ten people with mental health problems and associated learning disabilities. The home consists of two double fronted Victorian style houses situated in a street of similar houses. It is located off the Belgrave Road on the northeast side of Leicester offering easy access to the immediate local community and the city centre. The home is made up of eight single bedrooms and one shared room.

There is a large lounge, a dining area and a long galley kitchen. At the time of the last inspection, weekly accommodation charges ranged from £287 to £389.

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 annual service review. 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 using the service. It also gave us some numerical information about the home.
- Surveys returned to us by people using the service and from other people with an interest in the service.
- What the home has told us about things that have happened in the service. These are called 'notifications' and are a legal requirement.
- The previous key inspection.
- What other people have told us about the service.

The last key inspection took place on 14/11/07 and the last annual service review on 06/10/08.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing a good service, they continue to make improvements and they know what further improvements they need to make. The AQAA indicates that people who use the service are encouraged to be as independent as possible regarding the management of their finances & their healthcare. Staff members encourage people who use the service to participate in regular walks around the local area and the home would like to provide more outdoor activities in the future.

We received comment cards from seven people who use the service and one healthcare professional. All were satisfied with the quality of the care provided at the home. When asked what the home does well, the comments of people who use the service included the following:

'Medicine, food, care';

'Care for me. Listen to me and help with any problem I have';

'Everything'.

We also received comment cards from four members of staff. When they were asked what the home does well, their comments included the following:

'Care and support';

'They care for each service user's needs and it is more like a house than a care home';

'Regular staff meetings are held, all staff are communicated to well and given the appropriate training & support as well. Overall, Heartwell is a very pleasant company home to work for';

'I enjoy working at Heartwell very much. There is a really good working relationship between management and staff and everyone seems to work together as a team'.

Any issues that were raised by people use the service and staff were brought to the attention of the deputy manager.

The home continues to work well with us and they 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?

The next inspection of this service will be based on the Fees and Frequency Regulations 2007 and the assessment of risk of the service. Further clarity will become evident as the new registration and inspection system under the Health and Social Care Act 2008 is confirmed.

Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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