

Annual service review

Name of Service: 11a Sunningdale Road

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

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:

Jean Pegg

Date of this annual service review:

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Information about the service

Address of service:	11a Sunningdale Road Saltersgill Middlesbrough TS4 3JA
Telephone number:	01642826111
Fax number:	01642835298
Email address:	
Provider web address:	

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

Ms Deborah Mary Catchpole		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	21	0

Conditions of registration:	
The maximum number of service users who can be accommodated is: 21	
The registered person 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, excluding Learning Disability and Dementia, Code MD, maximum number of places 21	
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:	Manager registered with Care Quality Commission in August 2009

Date of last key inspection:								
Date of last annual service review (if applicable):								

Brief description of the service
11a Sunningdale Road is a purpose built home in Middlesbrough and is a local authority care home for 21 adults with a mental disorder, excluding learning disabilities or dementia. The home is set back from the road and blends well with the surrounding

properties. There is a small garden to the front and a spacious grassed area to the rear that has a seating patio area and a greenhouse. The home is located on a large council estate approximately four miles from Middlesbrough town centre. There is a small row of shops nearby.

Accommodation is provided in twenty-one single bedrooms that do not have en-suite facilities but there are communal baths, showers and toilets around the home. The home is unitized providing full care, semi-independent living and independent living care. There is a large dining area and lounges. Each unit has lounge/dining rooms that are suitably furnished. The home also has a Crisis Resolution Unit providing care for people in the homes environment; it is an alternative to hospital admission. The home has a main commercial kitchen and the smaller domestic kitchens, in each unit, are for residents use. The laundry is accessible to residents who are encouraged to do their own washing and ironing.

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 or annual service review.

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 gave us some numerical information about the service.

Surveys returned to us by people using the service and from other people with an interest in the service.

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. It was clear and gave us a lot of information including what improvements had been made and what further improvements are planned.

We received seven surveys back from people who live at the home. Two people had been helped to complete the survey form. Generally, the comments made were very positive about the home. People told us that they knew how to complain and who to speak to if they were not happy. They told us that the care staff treat them well. When we asked the question "What does the home do well?" they told us "24 hour care, we are well looked after. Good food, pleasant surroundings and good staff who listen and always ask how I am doing." and "Support me and listen. Good food. Pleasant staff. Help me clean my room and keep me safe." and "Looking after me helping me to sort troubles out." When we asked "What could the home do better?" we were told "More activities" "Proper garden" and "Things to do"

Ten staff returned surveys to us. The majority of responses were very positive and all of them felt that they were doing a good job. We were told "We provide people with dignity, respect, choice and privacy and their own personal space." and "Good communication and relations with outside agencies." and "We are a caring and supportive staff who work well with our client group and their families and carers. We

have a lot of experience to draw on and use as needed." When we asked for examples of what the home could do better, some people asked for paperwork to be reduced and suggested that team morale was low. We spoke to the manager about these concerns. The manager was able to provide an explanation as to why these comments may have been made.

We received surveys from social and health care professionals that use the service. Again the feedback was positive. These are some of the comments that were made. "Very good management team. Open and forward thinking. (Proactive and not reactive) and "Create a calm and homely atmosphere."

We have not received any complaints about this service.

From the information we have received and the discussions we have had with people, we believe that the home 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 do a key inspection by 22nd November 2010. However, we can inspect the service at anytime 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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