

Annual service review

Name of Service: Evergreen Partnership

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

The rating was made on: 1 9 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:

Michael Williams

Date of this annual service review:

1 7 1 1 2 0 0 9

Information about the service

Address of service:	Maple House Woodmansterne Lane Wallington Surrey SM6 0SU
Telephone number:	02082549403
Fax number:	02082549403
Email address:	dan.maplehouse@btinternet.com
Provider web address:	

Name of registered provider(s):	Jaqueline Cook, Maureen Edith Collyer	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0

Conditions of registration:								
The maximum number of service users who can be accommodated is:	4							
The registered person may provide the following category of service only: Care Home Only (CRH - 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 - Code LD								
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:	1	9	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Maple House (Evergreen Partnership) is a substantial house set on the southern outskirts of Wallington in Sutton Borough, close to bus stops which can provide transport into the local Carshalton, Purley or Croydon areas. Being situated just off a roundabout, the entrance to the property can easily be missed, but once recognised, there is a driveway, which provides parking on site at the front of the house, for a number of vehicles. The house, which opened as a new service in mid-2005, is substantial; providing four good-sized bedrooms for service users, and plentiful

communal space (a separate lounge / dining area / sun lounge), and adequate toilets and bathing facilities. There is a large rear garden area, with plans to use some of the garden - which is split into two - for horticulture, which ties in appropriately with the location of the home, as Maple House is close to many market garden / garden centre outlets around the local area. The service is designed to provide for up to four service users with learning disabilities and associated challenging behaviour, aiming to provide (as the Statement of Purpose says): a range of opportunities to support and empower people to enjoy a fully enhanced quality of life whilst supporting them to make informed decisions and choices about the way they would like to live. The focus will be on fun, choice, good health, enjoyment and comfort, providing people the opportunity to expand their sphere of experiences and to develop their lives in creative and imaginative ways supported by a highly skilled and experienced staff team.

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 any annual quality assurance assessment AQAA that have been 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 may 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 care home has not notified of any substantive changes since we reviewed the service in 2008 and inspected it at the beginning of 2009. The home sends us their annual quality assurance assessment, the AQAA when we asked for one. The ones we have received have been clear and gave us all 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 and that the staff and providers know what further improvements they need to make to continue to develop the service. The deputy manager was able to confirm that any requirements and recommendations we issue are addressed promptly. The two people living when we made a visit to the home were not able to speak to us, so we spoke to both sets of relatives about their opinion of the service. Only one concern was raised at that time and this has been drawn to the attention of the providers, that of the sufficiency of input when only one staff member is on duty. We have been assured that this situation is risk assessed and neither staff nor users of the service would be put at risk and extra staffing would be provided if it were assessed as being necessary. All relatives felt that they had a good working relationship with the home, and would be able to approach the manager with any concerns or complaints that may arise.

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 protection issues well. They work well with us, and have shown us that overall their service continues to provide good outcomes for the people who use it. 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 well. 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 January 2011.

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

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

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