

## Annual service review

Name of Service: Montclair

The quality rating for this care home is:	two star good service							
The rating was made on:	2	8	0	8	2	0	0	7

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:	Date of this annual service review:							
Alison Ford	0	4	1	1	2	0	0	9

## Information about the service

Address of service:	216 Banstead Road Banstead Surrey SM7 1QE
Telephone number:	02083937433
Fax number:	02083937433
Email address:	stephenlmann@btinternet.com
Provider web address:	

Name of registered provider(s):	Mr Stephen Leslie Mann		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
dementia	13	0	
mental disorder, excluding learning disability or dementia	13	0	
Conditions of registration:			
The maximum number of service users who can be accommodated is:	13		
The Registered Person may provide the following categories 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 categories: Dementia - Code DE Mental Disorder, excluding learning disability or dementia - Code MD			
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:	None		

Date of last key inspection:	2	8	0	8	2	0	0	7
Date of last annual service review (if applicable):								

Brief description of the service
<p>Montclair is a residential home registered with the Commission for Social Care Inspection to provide care for ten elderly people with mental health needs. Montclair is a detached property situated in a residential road in Banstead. Each service user has a private bedroom with a wash hand basin.</p> <p>The home has communal areas on the ground floor consisting of a lounge, dining area and a conservatory that runs across the rear of the house. There is also a seating area</p>

in the entrance hall.

The kitchen and laundry areas are clean and well equipped. Sufficient numbers of baths/ showers wash hand basins and lavatories are available throughout the home. There is a garden to the rear of the property and parking spaces to the front. The fees at the time of the last key inspection were £434 to £478 per week.

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

We looked at all of the information that we have received, or asked for, since our last key inspection of this service which was on 28/08/2007. 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 the people who use the service. It also gives us some numerical information about the service.

We also looked at information that we have about how the service has managed any complaints, about things that have happened there, notifications, and what other people have told us about the service.

We also sent some surveys out to the people who live in the home, asking about what it was like living there and if they had any suggestions about what could be improved.

What has this told us about the service?

At our last inspection we had judged that the service was providing good quality outcomes for the people who lived there and it was rated as a good, 2 star home. Since that time we have not received any complaints about the home.

We received the AQAA when we asked for it. It was clear and gave us all of the information that we had asked for. Our judgement is that the home is still providing a good service and they know what further improvements they could make.

They have told us that they have began to print documentation that is intended for residents in a large print format to make it easier for them to read. They have updated their philosophy of care and are forging links with the Alzheimer's Society.

We are told that activities for residents have increased although some feedback that we had from our surveys suggested that this could be improved even more.

An ongoing redecoration and refurbishment plan is continuing; the laundry has been upgraded, central heating boilers replaced, and the garden is being upgraded with the addition of a patio area. The outside of the building has been repainted and most of the home is now double glazed. Inside, the dining room has been extended and additional space has been created for visitors. Three additional bedrooms have been added.

Staff training has continued and the majority of the staff are qualified to at least NVQ level 2.

The completed survey forms that we received praised the care that is provided by the home with one relative describing it as "excellent" and someone else telling us "the home has gone above and beyond all expectations of a residential home" Another said that staff had "a good understanding of dementia" and that "residents are always made to feel involved".

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

Our judgement is that the home continues to provide good quality outcomes for the people who live there. Therefore, we are not going to change our plans and will undertake a key inspection before 28/08/2010.

We can continue to inspect the service at any time if we receive any information that raises any concerns.

## Reader Information

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