

## Annual service review

Name of Service: St Judes Residential Home

The quality rating for this care home is: three star excellent service

The rating was made on: 1 9 1 1 2 0 0 8

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:

Tanya Newton

Date of this annual service review:

1 0 1 1 2 0 0 9

## Information about the service

Address of service:	22 Breckon Hill Road Middlesbrough TS4 2DR
Telephone number:	01642868914
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Miss Elaine Stephens		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
mental disorder, excluding learning disability or dementia	8	0	
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:	1	9	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
<p>St. Judes is a large Victorian terraced house in a residential area on the outskirts of Middlesbrough, opposite to a primary school, close to shops and local amenities, within walking distance of the town and adjacent to bus routes. The home provides accommodation for eight people, in single rooms, all with en-suite facilities. Five with a shower, wash hand basin and w.c. and one of these rooms also has a bath. The other three rooms have a wash hand basin and w.c. In addition, there is a bathroom containing bath, wash hand basin and w.c. The home is non-smoking and residents and staff have agreed to only smoke outside where there is a rear garden patio area. There is a large comfortable lounge, a breakfast/dining room and a kitchen, which is domestic in nature. There is a lawned garden to the front of the property.</p>

## **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 may include:

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 all the information we asked for.

A summary within the AQAA section, 'how we have improved in the last twelve months' states:

We have enabled one client to move into independent living, found a work placement for two clients, developed greater relationships with outside agencies, won outstanding achiever of the year award, maintained excellent staff retention, nominated for second year running in the 'dignity in care award', received an excellent rating following Middlesbrough Council's 'service review' report, received a 3 star rating with CQC, received a 5 star food hygiene rating.

What we could do better and how we will do this: Continue to search for meaningful activities for our client group, continue to search for paid employment for our clients, liaise with education centres, as a client wants to participate in drama or backstage work. Develop an information book 'what is a mental illness' with support from our clients.

We looked at the information in the AQAA and our judgment is that the home knows what further improvements they need to make.

We looked at the way in which the service manages complaints. The home has not received any complaints in the last twelve months.

In the last key inspection dated 19th November 2008, there were no requirements or recommendations made. The home continues to let us know about things that have happened since our last key inspection and they have shown us that they have

managed issues well.

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

We will do a key inspection by 18/11/2011 However we may visit the service at any time.

## Reader Information

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