

Annual service review

Name of Service: Hollyrood

The quality rating for this care home is:	two star good service							
The rating was made on:	2	2	1	0	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:

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Name of inspector:	Date of this annual service review:							
Judy Gossedge	2	3	1	0	2	0	0	9

Information about the service

Address of service:	Buxshalls Hill Ardingly Road Lindfield West Sussex RH16 2RA
Telephone number:	01444483883
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	The Disabilities Trust	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	25	0

Conditions of registration:								
The maximum number of service users to be accommodated is 25.								
The registered person may provide the following category/ies of service only: Care home only - (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 (LD).								
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:	The registration certificate has been updated.							

Date of last key inspection:	2	2	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Hollyrood is registered to provide services for a maximum of twenty-five younger adults with learning disabilities. The home is specifically run to meet the needs of adults with diagnosed autism and aspergers syndrome. The home is situated in a rural area on the outskirts of Lindfield village nr Haywards Heath. It is set within its own spacious grounds. The house was converted from a convent. The accommodation is arranged as four self-contained homes, three in the main building and one in a separate four- bedroom house. Another building houses the day centre and a small

self-contained flat.

The Disabilities Trust owns the service. The Registered Manager responsible for the day-to-day management of the service is Mrs Susan Stopa.

Fees at the time of the review ranged from between £1,700 - £3,100 per week depending on the care to be provided.

A Statement of Purpose and Service Users Guide is available to reference.

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

What did we do for this 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.

What has this told us about the service?

The service sent us their annual quality assurance assessment (AQAA) when we asked for it. The AQAA was detailed, and it provided information on improvements made over the last twelve months and these include: Residents have been offered an increased range of opportunities to meet the diversity of the group, residents have been encouraged to access the community and gain greater inclusion in society in all aspects of their lifestyle, leisure, education, work experience, etc, a number of lifestyle planning meetings for the residents have taken place and action plans created and changes made in line with issues identified within these meetings, a commitment to the person centred approach and planning for the future has been made and training for all staff is being provided to ensure that they share this cultural understanding in all aspects of their daily activities, a new care plan format has been introduced, the speed at updating records, documentation, policies and procedures and distributing them across the work force and stakeholder group has been improved, a number of the procedures and policies have been updated and been formatted in symbols and pictorially, the maintenance team has been increased to fulfill the maintenance programme with specific attention to the development of Pinewood and the implementation of monitoring systems have improved.

We looked at the information in the AQAA and our judgement is that the service is still providing a good service and that they know what further improvements they need to make.

The last report was generally positive about the services provided and six of the outcome areas were rated as good and two as excellent. No Requirements or Recommendations were made following the last inspection. Resident and staff feedback was sought at the inspection and again as part of this review. Some comments were received that the meals provided was an area which could be improved. This was discussed with the Manager who stated a review of the food provided has just been completed and changes are in the process of being made. Comments received from the residents when asked what the home does well were, 'the home allows me to follow a routine where I can enjoy many activities,' 'the people are friendly. I like my outings and doing lots of things', and 'management, good support, catering for my individual

needs, working together with parents and college to provide the best understanding of my needs and a programme to help me develop and feel secure. A good balance of activities and outings. A very good understanding of autism.'

The AQAA details six complaints have been received and that three were upheld and two safeguarding adults referrals have been made since the last inspection.

The AQAA details the organisation has a system in place for monitoring its own standards of care delivery.

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

There will be no change to the inspection plan and will do a key inspection by 22 October 2010.

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

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