

Annual service review

Name of Service:	Shinewater Court
------------------	------------------

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:	Date of this annual service review:							
Lucy Green	2	9	1	0	2	0	0	9

Information about the service

Address of service:	Milfoil Drive North Langney Eastbourne East Sussex BN23 8ED
Telephone number:	01323769196
Fax number:	01323460279
Email address:	swc@disabilities-trust.org.uk
Provider web address:	www.disabilities-trust.org.uk

Name of registered provider(s):	The Disabillities Trust	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
physical disability	33	0

Conditions of registration:		
1. 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: Physical disability (PD)		
2. The maximum number of service users to be accommodated is 33		
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:									
Date of last annual service review (if applicable):									

Brief description of the service
Shinewater Court is a purpose built property set in a residential area on the outskirts of Eastbourne town centre. It is registered to provide residential care for up to 33 people with physical disabilities.
Accommodation is laid out over two floors and comprises of twenty-three bed-sitting rooms and ten self-contained flats, all with en-suite facilities. Communal areas comprise of a large cafe style dining room/lounge and three smaller kitchens.

Throughout the communal areas of the home are electric doors and there is a passenger lift that provides access to the lower ground floor. Other facilities include an activities centre, a physiotherapy room, transport and large garden. In addition to the registered accommodation, there are five flats in the same premises where private tenants reside who arrange their own care. This arrangement gives people the opportunity to progress from residential care to supported living.

Further information about the services provided at Shinewater Court, including the current range of fees can be found in the home's Statement of Purpose and Service User Guide - copies of which can be obtained directly from the Provider.

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:

- (1) 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.
- (2) What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.
- (3) The previous key inspection conducted on 05 November 2007 and the report generated from that visit.
- (4) The previous annual service review report dated 31 October 2008.
- (5) Feedback regarding the service since the last inspection, including the information contained in ten service users surveys.

What has this told us about the service?

The home returned their annual quality assurance assessment (AQAA) which was completed by the Registered Manager and provided useful information about the service. It identified areas that have improved in the last twelve months and other areas where further developments are either planned or would benefit the people who use the service.

The last inspection report identified that Shinewater Court was providing good outcomes to the people it supports. The last annual service review identified that the home had taken appropriate action to comply with the requirements and recommendations made when we last visited.

The home has continued to liaise with the Commission. There have been no major issues which give rise to any concerns about the way the service is currently being delivered.

The AQAA details a range of areas where improvements have been made in the last year. These improvements have included developing the link worker role and expanding individual plans to make information more detailed. Feedback from one of the people using the service confirmed that this has been positive for them and stated "the link worker system works well for me and provides me with the independence to do as I wish, when I wish". The activity programme has continued to be improved with additional classes in photography, glass jewellery, music and movement and new art being introduced. A new wheelchair accessible vehicle has also been sourced which facilitates greater access to external activities. Feedback from service users continues to identify that access to activities is one of the most important things to them.

The AQAA identifies that one of its major projects has been the ongoing programme of redecoration and refurbishment in order to support individuals to move on from bedsit living to self contained flats. A number of bedsits and flats having been upgraded to include overhead hoists, profiling beds and other specialist equipment. Additional wheelchair accessible paths have also been laid to enable better access around the service. A major environmental development has also been the creation of an assistive technology flat which is being used to more accurately assess the physical support needs of both current and prospective service users. Feedback from the surveys returned to the Commission highlighted the environment at Shinewater Court as being one of the things the service does really well. Comments such as "I like living here because I'm able to do things myself I like having my own own hoist and bathroom". Other common comments included that the adaptations "promote independence".

Staff training has also continued with the programme having been expanded to enable staff to access both mandatory and specialist training courses needed to support individuals with increasingly complex needs.

The AQAA demonstrates the home's commitment to promoting equality and diversity within the home through the recognition of every person as an individual and respecting their own set of strengths, needs and values.

Shinewater Court has good systems in place to monitor its own standards of service delivery and to gain feedback from stakeholders. The AQAA provides evidence that the home is proactive in the way it engages with people and uses their ideas and comments to further develop the service.

From the information provided in the AQAA our judgement is that the home is still providing a good service and that they know what further improvements they need to make.

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

We will do a key inspection by November 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

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

Our duty to regulate social care services is set out in the Care Standards Act 2000. The content of which can be found on our website.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a copy of the findings in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.