

## Annual service review

Name of Service: 52 Porthcawl Green

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

The rating was made on: 2 5 0 3 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:

Chris Sidwell

Date of this annual service review:

2 2 0 2 2 0 1 0

## Information about the service

Address of service:	52 Porthcawl Green Tattenhoe Milton Keynes Buckinghamshire MK4 3AL
Telephone number:	01908507149
Fax number:	01908508900
Email address:	
Provider web address:	

Name of registered provider(s):	The Disabilities Trust
Name of registered manager (if applicable)	

Susan Marie Burge		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	3	0

Conditions of registration:
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The maximum number of service users to be accommodated is 3.

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
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If yes, what have they been:	The responsible person for the service has changed.
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Date of last key inspection:	2	5	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Porthcawl Green provides accommodation and support for three service users with Autistic Spectrum Disorders. The house is situated in a quiet residential area of Milton

Keynes, close to the Westcroft centre where there are several shops and supermarkets. Local bus networks provide regular access to central Milton Keynes and Bletchley. There are main line rail stations in Milton Keynes and Bletchley giving access to London, the Midlands and the North. The home has three bedrooms, one en-suite, a staff sleep-in room, office and a bathroom on the first floor. On the ground floor there is a large lounge, dining room, space to use the computer, laundry and kitchen. There is a small enclosed back garden and parking at the front of the home.

## **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 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 completed by the operations manager as the registered manager was away from the service. It was not completed in full and further information about complaints and safeguarding referrals was sought from the organisation. This has not been received at the time of writing this report. The organisation must ensure that relevant information is sent to us in a timely way.

The operations manager told us in the annual quality assurance assessment that they have an ongoing improvement plan which has included refurbishing the home. There has been an ongoing training programme and we were told that staff have had training in person centred care to support service users as individuals and to ensure the service is tailored to their needs.

One person who lives at the home returned the survey. They said they were happy with the care they received and that the food was good. They said that they could choose how they spent their day and that staff treated them well. They knew who to speak to if they were unhappy and how to make a complaint.

Three members of staff returned the surveys. They said that the manager gave them support and that she met with them to discuss how they were working. They said that they had received training in safeguarding people and that they knew what to do if someone had concerns about the home.

The home has continued to notify us significant events as they are required to do. We are not aware of any complaints about the service. We have not been told of any safeguarding concerns which have been notified to the local authority which is the lead agency in these matters.

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

We will continue to monitor the information that we receive about the service. We can and will 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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