

Annual service review

Name of Service: Twyford Lane (7)

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:

Chris Sidwell 1 3 1 1 2 0 0 9

Information about the service

Address of service:	7 Twyford Lane Browns Wood Milton Keynes Bucks MK7 8DE
Telephone number:	01908639086
Fax number:	
Email address:	temadmin@birt.co.uk
Provider web address:	

Name of registered provider(s):	The Disabilities Trust
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Name of registered manager (if applicable):	The registered provider is responsible for running the service
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Conditions of registration:

Category(ies) :	Number of places (if applicable):
	Under 65 Over 65

physical disability	3	0
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Conditions of registration:

The maximum number of service users who can be accommodated is: 3

The registered person may provide the following category/ies of service only: Care home only - PC to service uses of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Physical disability - PD

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 manager has registered with us.
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Date of last key inspection:									
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Date of last annual service review (if applicable):									
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Brief description of the service

7 Twyford Lane is a care home registered to provide rehabilitation and accommodation for three younger people with an acquired brain injury. The home is administrated by The Brain Injuries Rehabilitation Trust which is part of The Disabilities Trust. It is close to the local shopping districts and has good transport links to Milton Keynes shopping

centre. The home is one of three properties built in a complex of small homes, all of which are administrated by The Brain Injuries Rehabilitation Trust. It is a bungalow, which has been carefully adapted to provide for the needs of the service users, who have a single room with ensuite facilities. Communal areas consist of a lounge and kitchen/diner.

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. Surveys returned to us by people using the service and from other people with an interest in the service.
3. Information we have about how the service has managed any complaints.
4. What the service has told us about things that have happened in the service. These are called notifications and are a legal requirement.
5. The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.
6. Relevant information from other organisations.
7. 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. We looked at the information in the AQAA and our judgement is that the home is still providing a good service and that they have an ongoing improvement plan.

Three residents returned the surveys. Two told us that could make decisions as to how they spent their day although one said that they could not. The home should review this and ensure that all residents have a meaningful choice as to how they spend their day. They told us that care staff and managers treated them well and mostly listened to what they say. They all said that they knew who to speak to if they were not happy and that they knew how to make a complaint.

Four members of staff returned the surveys. They said that the ways they shared information usually worked well although one said that it only sometimes worked well. They all said that they received support from the manager and met with her often to discuss how they were working. They all confirmed that references and criminal records bureau disclosures had been sought before they started work. Staff said that they felt supported and received training. They said that they had had training in safeguarding people and that they knew what to do if someone had concerns about the home.

The home continues to let us know about things that have happened since our last key inspection. The manager said in the AQAA that she had received one complaint which had been resolved. We have not been notified of any safeguarding concerns made 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 are not going to change our inspection plan and will do a key inspection by 31st 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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