

Annual service review

Name of Service: Twyford Lane (11)

The quality rating for this care home is:	two star good service								
The rating was made on:	2	7	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:	Date of this annual service review:								
Chris Schwarz	0	3	1	1	2	0	0	9	

Information about the service

Address of service:	11 Twyford Lane Browns Wood Milton Keynes Bucks MK7 8DE
Telephone number:	01908639089
Fax number:	
Email address:	
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 users 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?	No
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If yes, what have they been:	
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Date of last key inspection:	2	7	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

11 Twyford Lane is a small home, registered to provide long-term rehabilitative support and accommodation for up to three service users. The home is situated on the Brown's Wood development in Milton Keynes. The home is one of three properties on the Twyford Lane development, all of which are run by the Brain Injury

Rehabilitation Trust. The home is a single storey construction. Service users benefit from single room accommodation and there are also communal spaces situated centrally within the home. At the front of the home there are communal car parking spaces. There is a shared garden centrally situated on the development. Twyford Lane is well appointed to access all bus routes, enabling service users to be able to travel to local amenities relatively easily.

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 on 27 November 2008. 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 were sent out to be distributed to service users, staff, care managers and health care professionals. No responses were received back.
3. Information we have about how the service has managed any complaints, if applicable.
4. What the service has told us about things that have happened in the service, these are called 'notifications' and it is a legal requirement for the service to tell us about them.
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 Annual Quality Assurance Assessment was returned in good time to carry out this review and it had been completed to a good standard. It informed us that people using the service are given opportunities to express their views such as through monthly residents' meetings, an outreach magazine, in meetings with their allocated key workers, an annual service satisfaction questionnaire and during reviews of their placements. Examples of changes the service had made as a result of listening to people included day trips, publishing the magazine and producing an easy read complaints policy. The service is also intending to arrange short breaks for service users and fire training, which people using the service have requested.

We were told in the Annual Quality Assurance Assessment that equality and diversity is taken into consideration through the service's policies and procedures and that individual care plans and rehabilitation plans incorporate people's needs including those associated with religion, race and culture. We were advised that people are supported to attend places of worship and to purchase their own food which included vegetarian and halal foods. More comprehensive equality and diversity training was being planned via the local college which will result in a nationally recognised qualification.

Statistical information showed that one person had been discharged from the service since the last inspection and one person admitted. We were advised in the Annual

Quality Assurance Assessment that there is a thorough admissions procedure which includes assessment of care needs and a series of visits. The manager told us that each person had a contract and that the statement of purpose and service users' guide had been updated.

We were advised that a local advocacy service was now being used by one person and the advocate was supporting the person during reviews. Information that had been provided showed that care plans, rehabilitation plans and risk assessments continue to be in place and kept under regular review. A new style of care plan was noted in the Annual Quality Assurance Assessment. People using the service also have weekly programmes to help them achieve their personal goals. Arrangements for meeting personal and health care needs looked satisfactory and the manager advised that she is looking at local services which provide monitoring of blood pressure and cholesterol levels to supplement arrangements already in place. We were advised that medication practice had been improved through implementation of individual homely remedies plans and that people were being prepared to self medicate.

In the statistical information we were told there had not been any complaints or safeguarding matters. Our records do not show any either. The Annual Quality Assurance Assessment confirmed that a complaints procedure is in place at the service and that staff receive training in safeguarding vulnerable adults.

Improvement was noted to the environment. The building has been redecorated and new beds have been purchased, new garden furniture had been bought, a new cooker and high definition ready television have also been purchased, as examples. The manager advised that further improvement is planned such as new carpets and an upgraded television aerial.

Statistical information showed us that there are four care staff in the team, all of whom have undertaken an induction in line with Skills for Care common induction standards. One person had left employment in the previous twelve months. The manager advised us that three carers had achieved National Vocational Qualification at level 2 or above. She confirmed that the person recruited in the past year had satisfactory pre-employment checks. All staff were said to be trained in safe food handling and one in infection control. The service's line manager has now been trained to deliver most mandatory courses.

The service has an experienced, registered manager. Information provided in the Annual Quality Assurance Assessment showed that monitoring visits continue to be undertaken by the provider to assess quality of care and a quality audit is undertaken to hear about people's views of their care. Statistical information showed that maintenance of equipment was being kept up to date such as portable electrical appliances, fire fighting equipment and the alarm system, the heating system and gas appliances. The manager informed us that there are written assessments on hazardous substances and the service had an action plan to deliver best practice in prevention and control of infection. Policies and procedures had been reviewed to provide up to date guidance for staff. We were also informed that competency based supervision had been introduced to improve quality of care.

The information that has been provided in order to carry out this review indicates that the service continues to provide a good standard of care to people living at 11 Twyford

Lane and that we do not need to alter our planned inspection schedule.

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

The next key inspection of 11 Twyford Lane will be carried out before 26 November 2010 to review our assessment. 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 it.

Reader Information

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