

## Annual service review

Name of Service: Westfield Road (1)

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

The rating was made on: 1 5 1 2 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:

Chris Sidwell

Date of this annual service review:

2 6 1 1 2 0 0 9

## Information about the service

Address of service:	1 Westfield Road Bletchley Milton Keynes Bucks MK2 2RR
Telephone number:	01908366168
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	The Disabilities Trust
Name of registered manager (if applicable):	Ms Sandra Jane Stevens

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
physical disability	3	0

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?	Yes
If yes, what have they been:	There have been changes to the registered providers address.

Date of last key inspection:	1	5	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Westfield Road is a care home for three people with a physical disability. The aim of the home is to provide rehabilitation for people with brain injury into more independent living. The Brain Injury Rehabilitation Trust owns the home. The day-to-day support

and external management of the home is provided by Thomas Edward Mitton House, which is based in Milton Keynes. The home consists of a two-storey building. All of the bedrooms are single, and one of the bedrooms has an en-suite shower. The home is situated in Bletchley, close to local shops, leisure facilities and other amenities. It is easily accessible for public transport.

## **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. There have been a number of improvements since the last inspection including the introduction of new care plans, better training opportunities for staff and redecoration and refurbishment of the home. The manager described improvements that she was hoping to make in the forthcoming year, including supporting service users to undertake more varied activities.

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

We did not receive any surveys from staff members.

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 not received any complaints in the last year. 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 15th December 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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