

## Annual service review

Name of Service: 29 Briants Avenue

The quality rating for this care home is:	two star good service							
The rating was made on:	2	4	1	0	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:							
Stephen Webb	0	4	1	1	2	0	0	9

## Information about the service

Address of service:	29 Briants Avenue Caversham Reading Berkshire RG4 5AY
Telephone number:	01189479795
Fax number:	01189723479
Email address:	briantsavenue@thedtgroup.org
Provider web address:	

Name of registered provider(s):	The Disabilities Trust	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	3	0

Conditions of registration:								
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?	No							
If yes, what have they been:								

Date of last key inspection:	2	4	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
29, Briants Avenue is operated by The Disabilities Trust. The home provides residential care for three adults (male and female) with Autistic Spectrum Disorder.
Service Users are encouraged to overcome the disabling effects of their Autism and associated conditions, by participating in a variety of daytime activities and life experiences that promote and develop independence.

The home is a three bedroomed semi-detached house, sited near the centre of Reading with local shops and facilities within walking distance. The home has its own transport and easy access to the public transport system.

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

We looked at the information that we have received, or asked for, since the last key inspection in October 2008. 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 gives us numerical information about the service.

Any surveys returned to us by service users and others with an interest in the service.

Any information we have received 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 any action taken in response to requirements or recommendations made within the previous inspection report.

What has this told us about the service?

The annual quality assurance assessment (AQAA), returned by the manager, provided current details about the home including areas where action has been taken to make improvements.

The manager reported that since the last inspection some improvements had been made in direct response to resident feedback. For example, service users access to colleges, shopping, restaurants/cafes, recreation, and organised trip/activities has been improved; their needs and choices are now discussed in a more planned way, through groups and service users meetings; and a larger car has been obtained to better meet service user needs and choice. There are also plans to establish a ground floor wc.

Other changes reported since the last inspection include further developing the advocacy role of keyworkers to ensure the views of service users are represented; ensuring better planning of reviews; and providing improved opportunities and emphasis on healthy lifestyle choices. The manager also reported that the awareness of staff and families of the implications of the Mental Capacity Act had been improved and there had been improvements to the premises including a refurbished bathroom. Two new full-time staff members had been recruited to reduce the reliance on agency staff and staff had received training on person-centred working. The AQAA also indicates a range of planned improvements for the future.

There were two requirements arising from the last inspection. The manager makes reference to aspects of training having been provided in relation to one of these requirements. However, although mention is made of the service receiving positive feedback from families, care managers and other stakeholders, no reference is made to the establishment of a systematic quality assurance system, which was a requirement from the last inspection. The manager should provide evidence this has been addressed.

The completed AQAA indicated that no new complaints had been received about the service in the last twelve months. No complaints have been received by the Commission, for forwarding to the service, since the last inspection. There are reported

to have been no safeguarding referrals relating to this service since the last inspection. No such events have been reported to the Commission over the same period.

The AQAA indicates a responsive service, which consults residents through house and individual meetings, reviews and through one-to-one time with staff, as well as about activities and menus, though no mention is made of their views being sought through a regular quality assurance process.

Our judgement is that the home continues to provide a good service to meet the needs of residents, and provides good outcomes for residents.

At the time of writing three completed inspection surveys had been received from service users, (two of whom were assisted in their completion by staff/management at the home), which expressed positive views about the home and the care provided. Additional comments made included that It meets my needs; and I am very happy living at Briants Avenue. In response to the question, what does the home do well, one service user responded, outdoor activities and college courses.

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

We will not change our inspection plan, and will undertake the next key inspection by the 24th of 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 residents

## 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](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://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.