

## Annual service review

Name of Service: 25 Welby Close

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:

Kenneth Dunn

Date of this annual service review:

2 9 0 6 2 0 0 9

## Information about the service

Address of service:	25 Welby Close Maidenhead Berkshire SL6 3PY
Telephone number:	01628824154
Fax number:	
Email address:	
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?	Yes
---	-----

If yes, what have they been:	No
------------------------------	----

Date of last key inspection:									
Date of last annual service review (if applicable):									

Brief description of the service
25 Welby Close is a residential home offering twenty-four hour care. The home is registered for three residents with learning difficulties. Service users have lived in the home for several years. The service is provided by The Disabilities Trust. The house is situated in a residential area. There are three bedrooms; all of the bedrooms are single and although only one of them has an en-suite facility, the two other residents have their own private bathrooms and toilets. There is also one communal toilet on the ground floor of the home. The home has its own transport. The fees range from

#1,270 to #1,657 per week.

## **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. Information we may 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 it is a legal requirement for the service to tell us about them. The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

The commission has received 5 Annual Service Review surveys 3 from people who live in 25 Welby Close and 2 completed by members of staff.

Relevant information from other organisations. What other people have told us about the service.

What has this told us about the service?

AQAA and our judgement is that the home is still providing a good service.

Each person using the service has an individual care plan. The AQAA told us that there is careful and continuous assessment and recording of peoples needs and that there is good communication between staff and the people who use the service.

Surveys were sent to the home for distribution by the manger to seek the views of the people using the service, their relatives or representatives and the health care professionals. All three completed Annual Service Review surveys of the people who live at the service provided positive feedback regarding the care offered at 25 Welby Close.

However one survey stated that the person completing it would not know how to make a complaint if they had to.

Staff that completed and returned surveys to us confirmed they had received an induction and always receive enough training and information to care for the people who use the service.

During the last year the home advised in the completed AQAA that they had received no complaints and no referrals under the safeguarding adult procedures.

The AQAA told us that the home benefits from a stable management team and workforce that know the people who use the service and can identify changing need and respond to it promptly.

The things they plan to do better are to continue to improve the environment and the

expertise of staff through training.

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 03rd of July 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

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.