

## Annual service review

Name of Service: 22 Woodlands Road

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

The rating was made on: 2 6 0 9 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:

Nancy Gates

Date of this annual service review:

0 9 0 9 2 0 0 9

## Information about the service

Address of service:	22 Woodlands Road Sonning Common Reading Berkshire RG4 9TE
Telephone number:	01189721460
Fax number:	
Email address:	dw@disabilities-trust.org.uk
Provider web address:	

Name of registered provider(s):	Dysons Wood 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 who can be accommodated is:	3	
The registered person may provide the following category 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	6	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
22 Woodlands Road is a care home which provides long term care for three people with autistic spectrum disorder and learning disabilities. It is an ordinary house in an ordinary residential street. The organisation which runs the home specialises in providing such services.

## **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.

Surveys returned to us by people using the service and from other people with an interest in the service.

Information we 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 are a legal requirement.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

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 know what further improvements they need to make.

All of the people living in the home have told us that are happy there. They also told us that they are supported to make decisions, can do what they want at any time of the day, that they know who to speak with if they are not happy or need to make a complaint. People confirmed that the home is always fresh and clean and that staff treat them well, always listening and acting on what is said by individuals.

We received comments from two relatives of people living in the home who continue to be very satisfied with the quality of the care. One comment in relation to what the service does well was, 'The home tailors the care and activities offered to meet the needs, likes and dislikes of individuals to ensure that they have a happy, contented and enhanced quality of life...All of the staff work together to provide a calm, relaxed environment which creates a stress free atmosphere'. One relative also told us, 'We cannot praise the manager and staff at the home too highly. Over the past twelve months they have transformed our relatives support needs to a more calmer, manageable state allowing participation in many more activities. X is extremely happy

at 22 Woodlands Road as anyone who visits can see.'

We also received comments from a member of staff who confirmed that information provided in relation to individuals needs clearly describes how people like to be supported, that recruitment checks are thorough and protect people living in the home, that induction and training is tailored to meet the needs of the people who live in the home and that appropriate support is provided to staff to enable them to support individuals.

We have not received any complaints or concerns about the home since the last key inspection. Information within the AQAA shows that home home has not received any complaints or concerns since the last key inspection.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

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 25th September 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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