

Annual service review

Name of Service:	75-77 Wickstead Avenue
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The quality rating for this care home is:	two star good service								
The rating was made on:	2	7	0	2	2	0	0	9	

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?	Yes
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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:									
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Name of inspector:	Date of this annual service review:								
Rachel Geary	0	9	0	3	2	0	1	0	

Information about the service

Address of service:	75-77 Wickstead Avenue Luton Bedfordshire LU4 9DW
Telephone number:	01582504217
Fax number:	F/P01582504217
Email address:	H3082@mencap.org.uk
Provider web address:	

Name of registered provider(s):	Royal Mencap Society
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	5	0

Conditions of registration:	
Mrs Meaton should complete her Registered Manager Award and NVQ 4 - Care, by 01 January 2006.	
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	7	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
75-77 Wickstead Avenue is a care home registered for up to 5 people whose primary care need on admission is a learning disability.
The Royal Mencap Society is the registered provider, while Aldwyck Housing Association owns the building. On the first floor there are five single bedrooms, two bathrooms with toilets and a sleep-in room for one member of staff. On the ground floor there are two lounges, an office, laundry facility, dining area/kitchen, and a large conservatory. There is a well-maintained garden to the rear of the house.

The home is in close proximity of local facilities and transport links.

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.

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 which was carried out on 27th February 2009.

What other people have told us about the service.

What has this told us about the service?

The home did not send us their annual quality assurance assessment (AQAA) when we asked for it and we needed to chase this up on several occasions. We are concerned about the delay in sending in the home's AQAA - which is a legal requirement.

When we did receive the AQAA, we noted that it was clear and gave us most of the information we asked for - including information about some improvements that are planned for the service. Some parts of the AQAA had not been completed though.

The home does have a manager, but they are not yet registered with the Care Quality Commission. We have been told that an application for registration was sent in last year, but at the time of this review, there was no record of it being received. We have advised that a new application be submitted, and the registered provider and manager are reminded that it is an offence under section 11 of the Care Standards Act 2000 for a person to manage an establishment without being registered with the Care Quality Commission (the CQC) in respect of it.

We had a good response to the surveys we sent out with 7 being returned in total - 3 from people living at the home and 4 from staff members working there. People living in the home had received help from staff to complete their surveys and told us that they were supported well by home and that they liked living there.

Staff told us that the home has 'a very supportive management team who work well with clients and staff to make us achieve our goals', and the home 'meets all needs for all clients in every way'. They also told us that things could be improved if there was a 'staff on-call system' and if there was less paperwork and more staff.

The home continues to let us know about things that have happened since our last key

inspection.

However, taking into consideration everything in this review, we do have some concerns about how the service is being managed.

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

We will do a key inspection by 26th February 2012, but we will continue to review the service in the mean time. 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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