

## Annual service review

Name of Service: Echo Square House

The quality rating for this care home is: three star excellent service

The rating was made on: 1 3 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?

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:

Sarah Montgomery

Date of this annual service review:

1 3 0 1 2 0 1 0

## Information about the service

Address of service:	70 Parrock Road Gravesend Kent DA12 1QH
Telephone number:	01474332224
Fax number:	
Email address:	
Provider web address:	www.autism.org.uk

Name of registered provider(s):	National Autistic Society		
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 of service only: Care home only (PC) to service users of the following gender: Either whose primary care needs on admission to the service are within the following category : 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:	1	3	0	2	2	0	0	9
Date of last annual service review (if applicable):								

<b>Brief description of the service</b>
Echo Square House is a care home providing personal care for three adults with Autistic Spectrum Disorders (ASD). The National Autistic Society (NAS) operate the service but Hyde House Corporation owns the property. The home is a detached property situated about two miles from the centre of Gravesend. Gravesend has many amenities, including shops, pubs, main post office, banks, places of worship and an adult education centre. The home is also in close proximity to a number of local shops and public transport is easily accessible from the home. Resident accommodation comprises one sitting room, a separate dining room and three single bedrooms. None of the bedrooms have ensuite facilities. All bedrooms are situated on the first floor. The

home does not have a stair or passenger lift. There is a garage and small-enclosed patio area at the rear of the property. The home blends into the surrounding area and there is nothing to suggest it is anything other than a family house. Free parking is available nearby. In addition to the residential accommodation the NAS provides workshop activities in a variety of locations in the Gravesend area for residents from this home. Please contact the manager for up to date information about weekly fees.

## **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. 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 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 service returned the annual quality assessment (AQAA). It identified areas that have improved in the last year, and others where further developments are either planned or would benefit service users. This included evidence that the service seeks the views of service users and other stakeholders.

The home was last inspected on the 13th February 2009 and was given a quality rating of excellent. This means that service users experience excellent quality outcomes.

The last report was very positive and no requirements were made. Service users were positive about the service they were receiving, with positive comments also from relatives and other stakeholders.

Information in the AQAA demonstrated that the home has continued to provide an excellent service to service users, and indicated a range of areas where improvements have been made in the last year. In particular the home has developed sensory profiles for all residents. This has helped staff understand in more detail how a persons fears can effect behaviour. The home has also updated care plans and risk profiles by adding detailed support guidelines. The manager ensures weekly residents meetings take place. Information is shared, and residents are given opportunities to make choices about their day to day lives, and to make decisions about future events and activities. This is particularly important as changes are being made to current day services.

The home has continued with on going maintenance, and the front and back gardens have undergone a makeover. Planned improvements for 2010 include the replacement of some carpets, refurbishment of the downstairs toilet, and redecoration of the hall

and stair area.

There is evidence from the AQAA that the service is continuing to look at ways of improving what they do to ensure good outcomes for those receiving a service. For example, looking at ways to improve how residents can make a complaint by introducing a complaints form in an easy read format. Care plans and risk assessments are being continually updated to reflect changing needs and the wishes and aspirations of residents. The home continues to ensure staff are appropriately trained in all areas necessary for them to carry out their roles.

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

There will be no change to the inspection plan, and the Commission will do a key inspection by the 13th of February 2012.

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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