

Annual service review

Name of Service: 17a Linda Grove

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:

Kathryn Emmons

Date of this annual service review:

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Information about the service

Address of service:	17a Linda Grove Cowplain Hampshire PO8 8UX
Telephone number:	02392262356
Fax number:	
Email address:	
Provider web address:	www.c-i-c.co.uk

Name of registered provider(s):	Community Integrated Care	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	4	0
Conditions of registration:		
The maximum number of service users who can be accommodated is: 4		
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:	none	

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

Brief description of the service
17a Linda Grove is a purpose built bungalow. Knightstone Housing provide the accommodation. Community Integrated Care manages the service. It is registered to provide residential care for up to four adults with a learning disability. Service users have their own bedroom and share the use of a bathroom, toilet, dining and lounge areas. There is an enclosed rear garden which is accessible to service users in wheelchairs.

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 annual service review which took place on 30th 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 gave us some numerical information about the service.

Two surveys were returned to us by people using the service and three surveys from members of staff working for the service and one from a social care professional.

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. This includes any safeguarding adult work including referrals and joint working.

The previous key inspection which took place on 30 October 2007, and any other visits we have made to the service.

Information provided by the registered manager and responsible individual.

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 the information we asked for. We carried out a key inspection of the service on 30th October 2007 and the judgement was that the service provided a two star good service. We carried out an Annual Service Review on 30th October 2008 and made the judgement that the service continued to provide good outcomes for the people it supports.

We looked at the information in the AQAA and considered other information we had received. Our judgement is that the outcomes remain good for people who use the service.

The AQAA informs us that the manager has continued to improve the service by having recruited a full team of staff which means there is consistency for the four service users. Discussions have taken place and two service users are now being supported to have a holiday abroad as per their choice. All service users now have bus passes so they can access the local community more and are not constricted by the limited fuel budget the service is allocated. Service users have been supported to attend voluntary work and colleges to participate in their social and recreational interests.

The manager has identified that one of the service users physical health needs have changed and staff training is taking place in relation to the service users condition so

staff can continue to meet the service users needs. Seven of the ten staff have attained a National Vocational Qualification (NVQ) in Care which means they may have enhanced skills and knowledge which may provide an increased quality of care. They have also all attended a comprehensive induction programme so basic skills and knowledge underpin all care practises.

Comment cards we received back contained positive comments. Responses to the questions what does the service do well? included "meeting the needs of each individual that lives here ", "the staff team are excellent and always support each other in all aspects of work.", "integrate service users into the community to assist them to do what they want to do ", "home manager has a good rapport with all her staff", "the staff team is only as good as the registered manager and we at Linda Grove are very lucky to have one of the best ", "we aim as a team to keep on improving how we support the people we care for", "the people we support have a lot of activities such as tea dancing, church and synagogue, golf and swimming ,cinema and days out", "home is nice and clean .I can stay in bed and not told when to get up and what time for meals" , " the staff team recognise the diversity of the individuals they support and the staff team are open to training and guidance.", "any staff member you speak with is up to date and able to provide current information regarding the service users".

A log is maintained of all comments made and information regarding how to raise issues is produced in different formats to assist people who use the service to raise any issues or make their opinions known.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have been taking action to work with other services, such as day services to act promptly when one of the service users needed assistance when they had an accident.

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 29th 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 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)

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