

Annual service review

Name of Service: Cornerways

The quality rating for this care home is:	two star good service							
The rating was made on:	2	9	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:	Date of this annual service review:							
Sally Newman	2	3	0	7	2	0	0	9

Information about the service

Address of service:	32 Arbor Lane Winnersh Nr Wokingham Berkshire RG11 5JD
Telephone number:	01189770036
Fax number:	
Email address:	
Provider web address:	www.milburycare.com

Name of registered provider(s):	Milbury Care Services Ltd
Name of registered manager (if applicable)	

Mrs Theresa Bieny		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	8	0

Conditions of registration:

The maximum number of service users to be accommodated is 8.

The registered person may provide the following category of service: Care Home providing personal care - (PC) to service users of the following gender: Either Whose primary 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
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If yes, what have they been:	
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Date of last key inspection:	2	9	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Cornerways, operated by Milbury, provides care for up to eight adults with varying degrees of learning disability, some of whom have additional physical disabilities and/or present behaviours which may challenge the service. The home is a single storey building, which has undergone a complete redevelopment to address previous

accessibility issues, increase occupancy from six to eight residents and provide appropriate adaptations and equipment in order to meet the needs of residents. Improvements to the general standard of the environment have also been made, including the provision of en suite facilities for six of the residents. The home is situated between the town centres of Wokingham and Reading. There are train and bus services available and the home has its own vehicles, one of which is wheelchair-adapted. The home is currently managed by the Manager, Theresa Bieny.

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;

1. The annual quality assurance assessment 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.
2. Information we have about how the service has managed any complaints or allegations.
3. What the service has told us about things that have happened in the service, these are called notifications and are a legal requirement.
4. The previous key inspection report.

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.

At the time of writing this report no person has contacted the CSCI regarding any concerns about the home since the last 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 31st August 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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