

Annual service review

Name of Service: Northleigh

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

The rating was made on: 1 8 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

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:

Keith Williamson

Date of this annual service review:

1 1 1 2 2 0 0 9

Information about the service

| | |
|-----------------------|---|
| Address of service: | 187 Rockingham Road Kettering Northants NN16 9JA |
| Telephone number: | 01536312138 |
| Fax number: | 01536513277 |
| Email address: | robbierroyden@yahoo.co.uk |
| Provider web address: | |

| | | | |
|--|-----------------------------------|---------|--|
| Name of registered provider(s): | Minster Pathways Limited | | |
| Conditions of registration: | | | |
| Category(ies) : | Number of places (if applicable): | | |
| | Under 65 | Over 65 | |
| learning disability | 12 | 12 | |
| Conditions of registration: | | | |
| No person below the age of 35 years who falls within the category of Learning Disability (LD) may be admitted to Northleigh | | | |
| No persons to be admitted into Northleigh under categories LD/LD(E) where there are 12 persons in total of those categories/combined categories already accommodated within the home | | | |
| The maximum number of persons accommodated within Northleigh is 12 | | | |
| 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 | 8 | 0 | 2 | 2 | 0 | 0 | 9 |
| Date of last annual service review (if applicable): | | | | | | | | |

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| Brief description of the service |
| Northleigh is situated approximately half a mile from Kettering town centre and provides personal care for up to twelve adults with learning disabilities. The house is set off a main residential road leading into the town centre. The location of Northleigh allows people good access to the resources of the local community. Internally the home is decorated in a homely way is furnished comfortably. There are ten single rooms and one double room. To the rear of the property there is a small area of garden and a patio area. The home provides long-term placements; some people have |

lived at the home since it opened approximately twenty years ago. The fees per week vary between £500 to £950.

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. A range of documentation was examined forwarded to people so they could comment on the service.

The annual quality assurance assessment (AQAA) that was sent to the service: the AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It provides the service with the opportunity to inform us what they are doing well and what areas need improvement.

Surveys were sent out to people who use the service and staff. We received ten surveys from the people who use the service, and five surveys from staff were returned. We look at what the service has told us about things that have happened within the home and to people who use the service: these are called "notifications" and are a legal requirement.

The findings from the previous key inspection and the results of any other visits that we have made to the service in the last 12 months are included. Relevant information from other organisations and what other people and professionals have told us about the service may be included.

What has this told us about the service?

The AQAA was completed by the acting manager in October 2009. This was poorly completed and does not detail what plans for improvement are in place for the next 12 months. The AQAA did not demonstrate that the service focused upon the needs of the individual, and does not detail any of the improvements required at the last visit of the service.

A summary of what the service does well was provided in the further information within the AQAA. Plans for the future include Service Users being involved in the interviewing of staff and helping to make decisions around the care provided by the staff.

We will continue to ensure that service users are involved quality assurance surveys. Service users will be more involved in the planning of their care, and the compiling of person centred plans.

The acting manager intends to improve staff training and purchase a wide screen television for the lounge.

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

The next inspection of this service will be based on the Fees and Frequency Regulations 2007 and the risk level of the service. We will have more information about this when the new registration and inspection system is confirmed under the Health and Social Care Act 2008.

Reader Information

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