

Annual service review

Name of Service: 102 Long Catlis Road

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

The rating was made on: 0 7 1 0 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:

Eamonn Kelly

Date of this annual service review:

1 9 0 8 2 0 0 9

Information about the service

Address of service:	102 Long Catlis Road Gillingham Kent ME5 8LF
Telephone number:	01634370568
Fax number:	
Email address:	s.hoptrough@mcch.org.uk
Provider web address:	www.mcch.co.uk

Name of registered provider(s):	MCCH Society Ltd	
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 to 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?	No
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If yes, what have they been:	
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Date of last key inspection:	0	7	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service

102 Long Catlis Road is provides support for people with a physical and learning disability. It is one of a number of homes managed by MCCH Ltd. The premises are in a residential suburb of Gillingham and local facilities are within walking distance, as is access to a bus route. On street parking is available. Residents have opportunities to access a range of activities at home and in the community. The fees for this service are arranged on an individual basis with MCCH.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

The Commission looked at the information received or requested since the last key inspection. This included:

1. The annual quality assurance assessment (AQAA) sent to the Commission by the manager. This 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 about how the service has managed any complaints.
3. What the service told the Commission about things that have happened in the service (these are called "notifications" and are a legal requirement).
4. The previous key inspection and
5. Relevant information from other organisations.

What has this told us about the service?

The Commission has not received a completed AQAA relating to the service. It is a legal requirement for registered managers to submit such an AQAA each year. The Commission requested the registered manager to complete an AQAA by 7th August 2009.

The last inspection carried out by the Commission took place in October 2008. The report contained no requirements.

Since then, MCCH has advised the Commission about how plans for modernising all sections (eg. residential homes, supported accommodation) of the service is proceeding.

In the absence of an AQAA for 2009, the Commission does not have a declaration from the registered manager that all premises safety checks have been carried out and that all associated safety certificates are in place. The Commission understands that there are currently no safeguarding alerts being investigated by local authorities.

The Commission was advised by the deputy service development manager that Mrs Eileen Cass is now the manager of both this service and 10 Leyton Avenue. The Commission is aware that, within the arrangements in place for modernising MCCH's services, staff transfers are taking place. The needs of residents are being closely assessed and monitored. The manager of Leyton Avenue and Long catlis Rd premises is completing NVQ Level 4 in "Leadership and Management in Care Services" (formerly the Registered Manager's Award).

The Commission is routinely advised about incidents that affect the health and safety of residents and about how these incidents are dealt with by staff. These included where medication errors were identified and how residents were protected by actions taken by staff.

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

The most recent inspection was carried out in October 2008.

We are not going to change our inspection plan schedule for the service and will do a key inspection by September 2010.

However an inspection could be carried out at any time if circumstances required this for the safety and well being of residents.

Reader Information

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