

## Annual service review

Name of Service: 89 Thanington Road

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

The rating was made on: 2 9 0 8 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:

Julie Sumner

Date of this annual service review:

1 4 0 9 2 0 0 9

## Information about the service

|                       |   |
|-----------------------|---|
| Address of service:   | 89 Thanington Road<br>Canterbury<br>Kent<br>CT1 3XD |
| Telephone number:     | 01227764881   |
| Fax number:           |   |
| Email address:        | thaningtonrd@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   | 5                                 | 0       |  |
| Conditions of registration:   |                                   |         |  |
| The maximum number of service users to be accommodated is: 5.   |                                   |         |  |
| 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                                |         |  |
| If yes, what have they been:  |                                   |         |  |

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| Date of last key inspection:                        | 2 | 9 | 0 | 8 | 2 | 0 | 0 | 8 |
| Date of last annual service review (if applicable): |   |   |   |   |   |   |   |   |

|   |
|---|
| <b>Brief description of the service</b>   |
| <p>This home is a large domestic style dwelling that has been adapted to meet the requirements of a residential care home catering for people with a learning disability. The registration details show that Mr Peter Thompson is representing Methodist Community Care Housing (hereafter referred to as MCCH) Society Limited as the Responsible Individual and Mrs Tracey Beale as the Registered Manager.</p> <p>The home was originally registered to accommodate 5 residents, but the conversion of one double bedroom into a single occupancy room effectively reduced its capacity to 4 residents. This should be reflected in the formal registration details. In practice the</p> |

home has been operating with three residents for some time.

One bedroom is sited on the ground floor within easy access of a WC/ shower room. The other bedrooms are on the first floor. Although there are ramps to the front and rear of the property and there are some grab rails, access to the rest of the premises has not otherwise been adapted to facilitate access for individuals with mobility impairment. The home has a garden at the back where residents can pursue leisure and social activities or horticultural hobbies.

The home is about a mile from Canterbury city centre and all the community and transport links that implies. The home is also on a bus route to Ashford as well as Canterbury with the nearest bus stop about 500 yards away There is an on-site parking bay for up to seven vehicles as well as unrestricted kerb-side parking on Thanington Road.

Current weekly fees may be obtained from the registered manager. Information on the services provided and the CSCI reports for prospective residents are detailed in the Statement of Purpose and Service user Guide.

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

What did we do for this annual service review?

The good rating was made at the last Key Unannounced Inspection on 29th August 2008. We will do another key unannounced inspection by 28th August 2010.

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included:

1. 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.
2. Information we have about how the service has managed any complaints.
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 and the results of any other visits that we have made to the service in the last 12 months.
5. Relevant information from other organisations.
6. What other people have told us about the service.

What has this told us about the service?

The home returned the annual quality assurance assessment (AQAA) when we asked for it. This was clear and comprehensive. The AQAA told us about the improvements that have been made to the service in the last 12 months. They told us they have become more person centred. They have started having circle of friends meetings for all the people living in the home and they have started to develop their positive future plans. They have introduced a lot more activities and given people opportunities to participate in new events. Decision-making care plans have been written for each person, to help staff and others support and encourage the people living in the home to make more decisions. They have updated the records they keep for helping each person to manage their money.

They say they have set team meetings to a specific day of each month so all staff are aware in advance when they are going to take place. Also a specific agenda has been devised so that each meeting everything is discussed and nothing gets left out.

The manger has now completed her NVQ level 4 and attended and completed a management and development course.

They also tell us about plans they have for improving the service. They are going to get as much information from previous staff, friends and family to produce a history book for each person. They are going to use this information as well as the knowledge staff have of the people living in the home to continue to develop positive future plans for each person. They are going to encourage the people living in the home to make more decisions for themselves with the support of staff and others.

They are going to keep reporting and chasing up maintenance issues and keep a record of this within the house for evidence. They are going to keep the house clean

and well decorated. And re-decorate the bathrooms once the adaptations have been made.

The company has introduced a new scheme for staff that have good attendance records, this is a pilot to see whether this can support staff to improve their attendance levels over a six-month period and therefore improve service quality for the people living in the home.

There are plans for the manager and staff to continue attending further training and develop their skills.

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 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

|                      |   |
|----------------------|---|
| Document Purpose:    | Annual service review                   |
| Author:              | CQC                                     |
| Audience:            | General Public                          |
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