

Annual service review

Name of Service: Bursted Houses

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

The rating was made on: 1 4 1 1 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:

David Halliwell

Date of this annual service review:

2 5 1 1 2 0 0 9

Information about the service

Address of service:	227-235 Erith Road Bexleyheath Kent DA7 6HZ
Telephone number:	02083315196
Fax number:	02083315196
Email address:	bursteds@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	23	0	
Conditions of registration:			
The maximum number of service users who can be accommodated is:	23		
The registered person may provide the following category of service only: Care home only - Code 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 - Code 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:	1	4	1	1	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Bursteds Houses is run by "MCCH Society Ltd" and offers accommodation for adult service users with a learning disability. It is made up of four self-contained properties, three of which are bungalows and one a house with stairs. These properties are laid out within a quiet cul-de-sac facing each other.
Each house has domestic style facilities, such as a kitchen, dining area, lounge, bathrooms and toilets.
The management responsibility for Bursteds Houses rests with the Registered Site

Manager who has an office adjoining one of the houses on the site.

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

What did we do for this annual service review?

We looked at the information that we have received or asked for since the last key standards inspection (KSI). This included the service user surveys that were sent to us by some of the service users. These surveys ask people who use the agencies services for feedback about the care and support they receive. This information helps us to assess how well the outcomes for standards are being met for people using the services.

We looked at how the service manages any complaints it receives and also any safeguarding issues that have been received.

What has this told us about the service?

We looked at all this information and our judgement is that the agency is still providing a good service and knows what improvements are needed.

Comments received from organizations and agencies using this service were satisfactory.

The agency continues to let us know about things that have happened since the last inspection and they have showed that they have managed issues well. They have worked 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 we will do a key inspection by 14.11.11.

However we can inspect the service at any time if we have any concerns about the quality of these services or the safety of the people using the services.

Reader Information

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