

Annual service review

Name of Service:	Hainault
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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
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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:									
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Name of inspector:	Date of this annual service review:								
Maria Kinson	1	0	1	1	2	0	0	9	

Information about the service

Address of service:	35 Lesney Park Road Erith Kent DA8 3DQ
Telephone number:	01322335252
Fax number:	01322338106
Email address:	j.woodland@mcch.co.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	13	0	
Conditions of registration:			
The maximum number of service users who can be accommodated:	13		
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
Hainault is registered with the Commission for Social Care Inspection to provide personal care for thirteen adults with a learning disability. The home opened in October 1988 and is operated by MCCH.
Hainault is located in a large, detached, two storey building. The home does not have a passenger lift. The building is divided into three flats. Flat 1 can accommodate two people, flat 2 five people and flat 3 six people. All of the people that live in the home have single bedrooms, apart from two service users who share a room in flat 2. All of

the bedrooms have a washbasin and three rooms have en-suite facilities. All of the flats have a lounge, kitchen, bath/shower room(s) and toilet(s). Flat 3 has spacious communal rooms. There is an office and a small sensory room on the ground floor and a spacious garden at the rear of the property. Visitors can park on the road or on the driveway in front of the property.

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

What did we do for this annual service review?

The last key inspection was carried out on 14th November 2008. The home was awarded a Two star- (good) quality rating. We will undertake a key inspection by 11th November 2011.

We looked at all the information we had received, or asked for, since the last inspection. This includes:

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.

Surveys that were completed by one service user and four relatives.

What staff told us about things that have happened in the service, these are called notifications and are a legal requirement.

The last 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 that we asked for. We could see that staff retention had improved and the home was starting to use less bank and agency staff. We believe the home is still providing a good service and know what further improvements they need to make.

One service user was supported by a relative to complete a survey about the service. They said they were usually able to choose what activities they did each day and said staff listened to their views.

Four relatives provided written feedback about the service. They told us that staff were usually able to meet their family members needs and inform them about important issues such as accidents. Relatives told us about some of the positive things that staff do to improve their family members quality of life, such as arranging family visits and supporting service users to undertake work placements.

The home had not received any complaints during the past year and we have not received any concerns about the service.

The manager provided written information about significant events that occurred in the home and notified social services about safeguarding issues.

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 11th November 2011.

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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