

Annual service review

Name of Service:	Sycamore Heights
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The quality rating for this care home is:	two star good service
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The rating was made on:								
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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:
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Penny McMullan	2	6	0	6	2	0	0	9
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Information about the service

Address of service:	89-91 Priest Avenue Canterbury Kent CT2 8PP
Telephone number:	01227471074
Fax number:	
Email address:	priestavenue@mcch.org.uk
Provider web address:	www.mcch.co.uk

Name of registered provider(s):	MCCH Society Ltd
Name of registered manager (if applicable)	

Mrs Janine Lesley Osgood		
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?	Yes
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If yes, what have they been:	Mrs Janine Osgood was appointed the Registered Manager on 25th February 2009.
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Date of last key inspection:								
Date of last annual service review (if applicable):								

Brief description of the service
Sycamore Heights is registered to provide care for up to five people with a learning disability, though the intention is to restrict this to four. The registration certificate will require amendment to reflect this, in due course. The registered provider is Maidstone Community Care Housing Society Ltd (hereafter referred to as MCCH), which is a

registered charity/industrial and provident society.

The property itself is separately owned by Sanctuary Housing Association, which is registered with the Housing Corporation under Section 1 of the Housing Act 1996. MCCH is effectively acting as an agent for Sanctuary Housing Association for the shared tenancy agreements it has with the residents at Sycamore Heights, and shares a key objective with it, specifically the provision of housing accommodation with care and support.

The property comprises two adjoining semi-detached two-storey houses, which have been converted into one. Although each has retained its original front door, a notice directs all visitors to Number 91. There are currently five single bedrooms. There is a choice of communal areas, including a visitor's room. There is a dedicated office for staff use. The home is not suitable for people with significant mobility impairment without substantial adaptation. There are gardens to the front and rear and unrestricted kerb-side parking at the front plus garage space for two vehicles. Two shops, a pub and a bus stop are within close walking distance.

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 or annual service review.

This included:

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 returned to us by people using the service and from other people with an interest in the service.

Information we have about how the service has managed any complaints.

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

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

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. It identified areas that have improved in the last year and others where further developments are either planned or would benefit service users. This included evidence that the service seeks the views of residents and other stakeholders.

The last inspection was carried out on 24 July 2008 when the judgement rating for the home was 2 star, good. This means that the people who live in the home receive good care outcomes.

There is evidence from the AQAA that the home is continuing to look at ways of improving what it does to ensure good outcomes for those receiving a service. For example in the people who use the service have kept photo diaries of the individual's holidays this year and activities have been increased.

Further work on person centred planning has been achieved paying particular attention to the future needs of the individuals who live in the home. The service has encouraged the people to become more involved with the organisation. They now attend policy writing groups and district partnership events so they have a voice with the policy makers.

To promote communication, the service plan to use more digital media and to introduce person centred health action plans to enable the people to engage with health care professionals more easily.

In the next 12 months the service plans to make changes/improvements to the building to promote a more independent lifestyle for the people.

Feedback from the postal surveys is positive and comments are as follows:

The people who use the service comment: 'The staff take me to visit my friend in another town'.

A relative comments: 'The home is clean and caring. My relative receives a good structured time table which he is content with. He enjoys holidays, days out and going in the garden which is available at all times'. 'On my relatives behalf I would like to commend the home and staff for the diligent care he receives'. 'The home is well run with sympathetic carers'.

When asked what the service does well health care professional comments: 'Very good at communicating with the Community Team and seeking support/advice when required'. 'The service has always provided a good standard of care. The care team has the skills to meet the physical, psychological and social needs of all the service users. There has not been any concerns with regard to the care and standard at Sycamore Heights'.

Feedback from staff was positive and the following comments were made: 'The location of the home is good and we are good at taking the people out'. 'We support the people to live fully'. 'I feel the home caters for all the people's needs. All I can say is that I would be happy for a relative of my own to live here'. 'We get people out into the community to ensure they lead a full life'. 'Sycamore Heights care very much about the people that live here, we try to meet every need'. 'We give the people who live here a good life. They get out a lot and are well looked after. It has a good level of staff and a very good staff team'.

When asked what the service could do better, comments are as follows:

A health care professional comments: 'Increase staffing levels to enable much greater community participation'. 'Move the current provision towards supported living to give the service users more control'.

The AQAA indicates that the home has experienced staff shortages, however, despite this they have endeavored to maintain outings and activities in the community. The home is now fully staffed and activities have improved. The Registered Manager told us that it is the aim of the service to promote and achieve supported living for all of the people living in the home.

A staff member comments: 'I think that the home should have a car for everyone to go out'. 'Encourage more communication between staff'. 'Have more drivers'.

The Registered Manager told us that public transport is used to support the people to

become part of the community. The bus route to the city is very near the home and buses run frequently so the people are encouraged to use the facilities on a regular basis.

The home continues to let us know about things that have happened since our last key inspection and they have shown that they have managed issues well. They work well with us and have shown us that their service continues to provide good outcomes for the people who use it.

There have been no complaints since the last inspection and no issues or concerns have been forwarded to the Commission.

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 24 July 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

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