

Annual service review

Name of Service: 151 Tunbury Avenue

The quality rating for this care home is:

The rating was made on:

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:

Date of this annual service review:

User doesn't belongs to any group

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Information about the service

Address of service:	151 Tunbury Avenue Chatham Kent ME5 9HY
Telephone number:	01634671768
Fax number:	
Email address:	tunburyave@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	3	0
Conditions of registration:		
The maximum number of service users to be accommodated is 3.		
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:									
Date of last annual service review (if applicable):									

Brief description of the service
151 Tunbury Avenue is one of a number of residential and other services managed by MCCH Society Ltd.
The service specialises in supporting people who have learning and physical disabilities. The home enables access by staff and residents to transport shared between several homes run by MCCH.
Details of fees and other charges and information about services and facilities may be

obtained from the manager.

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 received or requested by us since the last key inspection.

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.
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 AQAA refers to the modernisation plans currently underway at MCCH homes.

It refers to staff attending person-centered planning training and supported living training. Three members of staff have been trained as P.C.P. facilitators.

Some barriers towards improving the service were recognised as the environment of the home and the manager is still awaiting installation of a new kitchen and bathroom.

The 3 residents have made an application to Medway Council "Home Choice" to enable them to locate alternative accommodation if they so wish.

The service aims to continue to build and improve communications with residents and to identify more social activities for them.

There are regular cinema visits. Annual holidays are arranged. An activity co-ordinator visits weekly to support residents with sensory stimulation.

The AQAA outlines how each resident receives support based on continuous reviews of their health and disposition. One resident becomes concerned if regular staff are not on duty. Where bank or agency staff are required, the home ensure that they have worked in the service before and know each resident's needs and how these are being addressed and they work alongside a permanent member of staff.

A new "Lifeline" system is in place. The lounge has been re-decorated. New carpets have been laid in the lounge and dining area. New hygienic flooring has been placed in a resident's room. Some new furniture has been obtained.

At the time of completing this review of the service, a chair seat in the bathroom was not operational. To improve the lives of residents, improvements to a shower room and

kitchen (i.e. lowering worktops to enable more suitability for one resident) remain outstanding. To reduce the risk of infection, the relocation of the utility area remains outstanding. The Commission would expect that such basic work is attended to by MCCH.

It is understood that the majority of the current staff team are qualified in NVQ Level 2 & 3 in Health and Social Care. It is the manager's intention that all staff attend Supported Living Training, are aware of the MCCH Quality Assessment Framework plus REACH standards, are familiar with "Personalisation" and "In Control" and attend Person Centered Approach Training.

Regulation 26 inspections/reports are completed. As part of the Society's revised procedure, registered managers visit other homes and carry out Regulation 26 reports in a format resembling the AQAA (annual quality assurance assessment) structure. In this way, managers assess all standards over a period of time when they visit other homes in the group.

Since the last inspection and previous annual service review, the Commission is not aware of complaints about the service. The Commission understands there are no current Social Service's Safeguarding Adult's procedures taking place for the protection of residents.

The Commission continues to be informed by the manager about incidents affecting the safety of residents.

The Commission, as stated above, expects that the environment for residents is made suitable for residents. This should form part of the company's modernisation plans.

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

We changed our inspection plan schedule for the service as a result of this annual review and will do a key inspection by September 2010. The intention was to carry out a key inspection before September 2009 but it was decided that the service did not require such a visit at this time. However, we may alter these planned arrangements if we receive information that makes this necessary for the safety of residents. The service should make sure that the environment is suitable for residents and for whom substantial fees are obtained.

Reader Information

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