

## Annual service review

Name of Service: 26a Sussex Avenue

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

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:

Kim Rogers

Date of this annual service review:

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## Information about the service

Address of service:	26a Sussex Avenue Canterbury Kent CT1 1RT
Telephone number:	01227768845
Fax number:	01227478896
Email address:	acorn@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	10	0

Conditions of registration:
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The maximum number of service users to be accommodated is 10.

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
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If yes, what have they been:	
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Date of last key inspection:									
Date of last annual service review (if applicable):									

**Brief description of the service**

The home is purpose built and has some minor adaptations and alterations to meet the requirements of a residential care home catering for people with physical difficulties. The home is currently registered to accommodate ten residents and is effectively two similarly constructed units that are joined together providing residents with a wide range of facilities. There are ten bedrooms for the residents use arranged on one floor. All of the facilities are accessible to persons using wheelchairs. The home is well equipped with apparatus to assist with all the residents needs. There are good communal facilities and the home benefits from a reasonable front garden and a

secluded patio area that provides residents an opportunity to pursue leisure and social activities or horticultural hobbies. The current fees for the service at the time of the visit range from about 867.58 to 1,174.66 pounds per week. Extra charges are payable for personal items such as: clothes, toiletries, magazines, leisure and social activities, extra furniture, personal T.V. music system. Also for service users own holiday costs. Information on the homes services and the CQC reports for prospective residents should be detailed in the Statement of Purpose and Resident Guide. The e-mail address for this home is [acorn@mcch.co.uk](mailto:acorn@mcch.co.uk)

## **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.

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 last key inspection of this home was 20/09/07. We found that the people who use the service experience good outcomes. We made one requirement at this inspection that has been met. We carried out an Annual Service Review of the home on 26/08/08. Copies of these reports are available from the Provider.

The manager completed the AQAA (Annual Quality Assurance Assessment) and returned it when we asked for it. The AQAA was well completed and gives evidence of what they do well, what could be improved and how they intend to improve outcomes for people who use the service.

The AQAA shows that issues relating to equality and diversity are understood and supported. The AQAA gives evidence of why and how the home is value for money. The manager has identified barriers to improvement and has ideas about how to overcome these barriers so the home continues to improve.

The AQAA shows that they continue to seek and listen to the views of the people who use the service in a range of ways. As a result of listening to peoples views they have arranged fortnightly music nights and some people now attend a weekly music group. They have improved in house computer facilities for service users to use and are working on improved communication systems to enable more choice and decision making support.

They continue to support people moving into the home by carrying out thorough assessments, including family and friends in the process and ensuring people have the information they need to help them make a decision about moving in. They are developing individual person centred plans with people so people get to have a say

about what they want out of life and talk about their aspirations for the future.

The AQAA shows that they continue to support opportunities for activities, employment and life long learning as well as supporting spiritual and cultural needs. People have the support they need to access local community facilities and to keep in touch with family and friends. Holidays are supported as well as hobbies including trampolining and watching football matches.

Everyone is involved in planning and preparing meals and nutritional needs are monitored and supported. They are planning to develop a more user friendly menu to promote choice making.

They continue to work with health professionals to ensure that people remain well and healthy. People have support to attend hydrotherapy sessions and have access to a physiotherapist. There are systems in place to ensure that medication practice is safe.

There is a complaints procedure in place and complaints are dealt with promptly although there have been no complaints in the past year. They have a whistle blowing policy and a policy and procedure in place for safeguarding vulnerable adults. Staff have training in how to recognise and respond to possible abuse or harm.

The AQAA shows that the home environment continues to meet peoples needs. They have made adaptations and improvements to ensure this continues. The AQAA shows that they monitor staffing levels to ensure there are enough staff on duty. Staff have a sound induction and training that is mandatory and related to peoples needs. Nearly all of the staff have a National Vocational Qualification, NVQ, in care at level 2 or above. Recruitment checks are carried out before a person starts work at the home protecting service users. Service users are involved in recruiting new staff so they get to have a say about who may potentially support them. Staff get support by way of regular staff meetings and supervision meetings with a line manager.

Both the manager and senior staff have several years experience in working with people with a learning disability. This year the manager and senior staff have completed management training and the manager has completed a NVQ at level 4. The management of the home is stable and is supported by a senior management structure. There are systems in place to monitor and audit the service.

The AQAA shows the required health and safety checks are carried out of the premises and equipment. There are systems in place to keep peoples money safe. The AQAA shows they do not have all the policies they need and the manager may want to check this so staff and service users have the reference guides they need on all subjects.

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

We will continue to monitor the service and will carry out an inspection if we feel service users are not safe or if we suspect a breach of regulations.

## Reader Information

Document Purpose:	Annual service review
Author:	CQC
Audience:	General Public
Further copies from:	0870 240 7535 (national contact centre)

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