

## Annual service review

Name of Service: Hilltop

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:

Robert Cole

Date of this annual service review:

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## Information about the service

|                       |   |
|-----------------------|---|
| Address of service:   | 1 The Drive<br>Walthamstow<br>London<br>E17 3BU |
| Telephone number:     | 02085205348                                     |
| Fax number:           |   |
| Email address:        | hilltop@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  | 6                                 | 0       |
| Conditions of registration:  |                                   |         |
| The maximum number of service users who can be accommodated is: 6  |                                   |         |
| 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:                        |  |  |  |  |  |  |  |  |  |
| Date of last annual service review (if applicable): |  |  |  |  |  |  |  |  |  |

|  |
|--|
| Brief description of the service   |
| Hilltop is a residential home providing support and personal care to five adults with learning difficulties. All current service users moved into the home from the former Leytonstone House Hospital in 1991. The home is situated in a residential area of Walthamstow, in the London Borough of Waltham Forest, and is close to shops and other local amenities, including transport networks. All service users have their own bedrooms, and share a communal lounge, conservatory, kitchen and dining area, and garden and bathroom and toilet facilities. The home is operated by MCCH Society Ltd, and the property is owned by Circle 33 Housing Association. The current fees charged |

by the home are #1219 per week.

## **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 last key inspection of this service took place on the 23/10/07, at that time the overall standard of care and support provided was judged to be good. The home then had an Annual Service Review (ASR) on the 12/08/08, and no issues of concern were highlighted in that review.

The CQC has not received any complaints about the home since the last ASR, nor has it received any safeguarding referrals since then.

The home has notified the CQC of any significant events as appropriate.

As part of this review process, the home completed an AQAA, setting out how they are meeting the needs of service users in line with National Minimum Standards. For example, on equality and diversity issues the AQAA states "Service users are treated as individuals to ensure their personal choices are taken into account; these are identified through the Service users assessment, care plans and care plan reviews. All what we do at Hilltop is done according to the request or desires of the service users and the significant people involved in their care. We support them to worship the way they they choose to. Their rooms are decorated in the way they would like it to be decorated. Their care plans takes cognisance of their ethnicity, interest and identity."

Whilst on the provision of health care the AQAA states "All our service users are provided with regular health care reviews and have health action plans, supported by other health professionals and there are the facilities in place to make sure that

appointments are booked in cases of emergencies.

All Service users are supported with all personal health care issues, Key worker support service users to arrange and attend appointments. There are systems in place to ensure that all regular health care issues i.e. dentist, opticians, chiropodists appointments etc. are maintained."

The AQAA has also highlighted areas where there is room for improvement, for example it states "To further encourage the service users to have greater participation in the general running of the home with a good risk assessment and risk management guidelines in place.

Seek more befrienders for Service users if necessary and encourage external interaction.

Keep family and friends well informed of any social event they may wish to take part in.

Widen the scope for holidays, short breaks and day trips.

Continue to review the menu system to promote choice, variety. Encourage service users to try new food experiences."

As a result of this ASR, it is the inspector's judgement that this home continues to provide a good quality of care and support.

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 the 22/10/10.

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

## Reader Information

|                      |   |
|----------------------|---|
| Document Purpose:    | Annual service review                   |
| Author:              | CQC                                     |
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