

Annual service review

Name of Service: Howard Goble House

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

The rating was made on: 1 7 0 3 2 0 0 9

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:

David Lacey

Date of this annual service review:

0 4 0 1 2 0 1 0

Information about the service

Address of service:	Harland Avenue Sidcup Kent DA15 7LH
Telephone number:	02083083560
Fax number:	
Email address:	jcharlton@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	12	0	
Conditions of registration:			
The maximum number of service users who can be accommodated is: 12			
The registered person may provide the following category of service only: Care Home Only (CRH - 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	7	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Howard Goble House provides personal care (which is registered with the CQC) and supported living (which is not registered with the CQC). There are two units for personal (registered) care, which provide for up to twelve people with learning disabilities, dementia and associated age related support needs. The home is a purpose built two-storey building with a lift and an enclosed back garden. Each unit in the home is self-contained with communal lounge and kitchen facilities. All of the bedrooms have en-suite toilet and shower facilities, and additional assisted bathrooms are available on each unit. The Commission is not at present able to provide specific

information about the fees charged by this home. The provider (MCCH) has confirmed that residents normally pay a contribution from their benefits and that this is supplemented by additional payment from the local authority. Please contact MCCH for details of the fees charged.

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

What did we do for this annual service review?

We reviewed the report of our last key inspection of the home in March 2009.

We looked at the annual quality assurance assessment (AQAA) that the home had sent to us in January 2009.

We surveyed people using the service, staff members and visiting health and social care professionals to obtain their views about the quality of services that Howard Goble House provides. The survey questionnaires for residents were in an easier to read format.

We reviewed our files to check whether any notifications had been received from the home since our previous inspection or whether any information about the home had been received from other sources.

What has this told us about the service?

Our last key inspection showed the home was providing a good service, so we gave it a two-star rating.

The home's most recent AQAA had given the information we asked for and we judged from it that the home would continue to provide a good service, and also that they were aware of improvements they need to make. Our subsequent key inspection confirmed our judgements from the AQAA.

By the time of writing this report, completed surveys had been received from six residents, three members of staff and one visiting professional. All of the residents who responded indicated they had received help from their keyworkers in completing their survey forms. The six residents responding to our survey stated they had been asked if they wanted to move into the home and that they had been given enough information before they moved in so they could decide if Howard Goble was the right place for them. The residents stated they make decisions about what they do each day, and that they can do what they want at different times of the day including at the weekends. All the residents stated they knew who to speak with if they are not happy, and all but one knew how to make a complaint. Each resident stated that staff always treat them well and that their carers listen and act on what they say. The residents stated the home is always fresh and clean. Comments from individual residents about what the home does well were: "They listen to me and help me if I need it" and "The home looks after the people in it very well". The visiting professional who responded to our survey made positive responses about how the home assesses and meets people's social and health care needs, and about how it responds to individual people's diverse needs. The professional confirmed the home supports people to live the life they choose wherever possible and always respects their privacy and dignity. The visiting professional commented that the home provides a homely environment for residents and that staff know the residents well and encourage them to take part in community activities. The professional commented that the home is good at liaising with other agencies and has implemented recommended guidelines. The three staff members responding to our

survey reported they are given up to date information about residents' needs. They confirmed their recruitment process was thorough, and that they had undertaken an effective induction on starting work in the home and were being given further training relevant to their role and function. The staff members stated they have enough support from the manager and that they knew what to do if any concerns are raised about the home. The staff members stated there are enough staff and that they are able to meet residents' differing needs.

A review of our files showed that since our last inspection we have received four statutory notifications from Howard Goble House. These were about individual service users and were sent to us without delay. The care home informed us of two separate occasions when they had followed their procedures and raised an incident to the local authority as a safeguarding alert. We have not been made aware of any other concerns, complaints or allegations about the home since our last inspection.

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

We are including Howard Goble House in our inspection plan. We can inspect the home at any time if we have concerns about the quality of the service or the safety of people using the service.

Reader Information

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