

Annual service review

Name of Service: Ledgers Bungalow

The quality rating for this care home is:	three star excellent service							
The rating was made on:	1	3	1	0	2	0	0	8

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:

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Name of inspector:	Date of this annual service review:							
Justine Williams	0	7	1	0	2	0	0	9

Information about the service

Address of service:	Queen Street Paddock Wood Tonbridge Kent TN12 6NP
Telephone number:	01622769114
Fax number:	
Email address:	ledgers@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 Karen Pay		
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 to be accommodated is 6.

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:	1	3	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Ledgers Bungalow is one of a group of registered care homes managed by MCCH Society Ltd in the south east of England. It is situated in the small hamlet of Queen Street, approximately two miles from Paddock Wood - a small town with all the community resources that implies (shops, library, hairdressers, opticians, dentists, GP

and banking services etc). The home is registered for six service users with learning disabilities, who may also have a physical disability.

All the bedrooms are single occupancy. There is an adapted bathroom and shower room, a kitchen / dining room, a lounge and a separate laundry facility. Ramps are fitted to external doors for wheelchair use. But a number of doorways and passageways are too restrictive for wheelchair users.

In terms of access by visitors and community presence, there is parking space on site for five or six vehicles, including the home's own minibus (this is not enough). The nearest bus and train routes are in Paddock Wood i.e. not within walking distance. There are no paths down the lane to access the home.

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 following 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 sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home is still providing an excellent service and that they have plans in place to continue to improve the service. There were no requirements made at the last inspection. There was one area identified for improvement, staff were feeling unsettled having been moved to other homes at times by the company that own the home.

Some of the areas that the home has continued to improve throughout the last 12 months are, giving more person centred care, increasing staffing numbers to include another full time member of staff. A new assisted bath has been fitted, a review of the medication systems has been carried out and as a result clearer guidance is in place for staff.

The home plans to make further improvements in the future which include ensuring monthly house meetings take place and 5 rooms are to be re carpeted.

People living in the home always tell us that they are happy there. Surveys were sent to residents at the home, staff and healthcare professionals. People living at the home are particularly pleased with feeling listened to, and how they are treated by the manager and staff. They know who to talk to if they are unhappy and how to make a complaint. One comment was "they help me have fun" and "they make visitors welcome".

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 excellent outcomes for the people who use it.

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 13th October 2011.

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

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

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