

## Annual service review

Name of Service:	Westview
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The quality rating for this care home is:	three star excellent 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
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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:
Kim Rogers	1 1 0 9 2 0 0 9

## Information about the service

Address of service:	2 Marten Road Folkestone Kent CT20 2JR
Telephone number:	01303245629
Fax number:	
Email address:	westview@craegmoor.co.uk
Provider web address:	

Name of registered provider(s):	Lothlorien Community Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	6	0

Conditions of registration:
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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:									
Date of last annual service review (if applicable):									

Brief description of the service
Westview is registered to provide care for up to 6 people with a learning disability between the ages of 18-65. All bedrooms are single occupancy. The communal rooms are large and well furnished. The house is in a quiet residential area in the seaside town of Folkestone and is near public transport, church, college and the town centre shopping facilities. There is limited parking to the front of the home and some parking on the road outside. The fees range from about £554 to £920 per week. Please speak to the provider for further information.



## **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 the home was 5/11/07. No requirements were made at this inspection. We carried out an Annual Service Review, ASR on 29/08/08.

The home returned the Annual Quality Assurance Assessment (AQAA) when we asked for it, which was completed by the Registered manager and gave some examples of evidence of what the home does well and how they intend to improve.

They told us how they seek the views of the people who use the service. This includes monthly meetings called Your Voice meetings. Service users chair these meetings. The manager attends these meetings and makes note of peoples views. She takes any issues raised to staff meetings and staff supervision meetings.

People also have the opportunity to attend regular area meetings to air their views. As a result of this changes have been made to the menu, activities, holiday planning and the redecoration of the home. The AQAA says they have involved service users in the audit of practice at the home. They plan to offer questionnaires to service users so they can air their views more formally and anonymously.

The manager has identified a barrier to improvement in that there is a lack of employment opportunities. They plan to overcome this by working with the local volunteer bureau so people can get some work experience. The AQAA shows some understanding of equality and diversity issues.

The National Minimum Standards are grouped into 8 outcome areas. In the outcomes areas the manager has identified what the home does well, what could be better and plans to improve. No one has moved into the home since the last inspection. The AQAA

says they would carry out assessments before a persons moves in to ensure the home can meet the persons needs. The manager has developed more user friendly information about the home. Trial stays are offered so people get a feel of what it is like to live at Westview.

The AQAA says they have involved service users in identifying and recording their goals and aspirations for the future. Each person has a key worker who reviews support plans with people to make sure they continue to have the right support. They plan to improve by making sure that support plans mean something to people so are produced in a way that is meaningful to people. Service users attend the Kent District Partnership Group so can have a say about local matters affecting them.

The AQAA shows that people are involved in the running of the home and take part in things like the housework and cooking. People have their own front door key and key to their room so can let themselves in when they need to. People continue to have opportunities to take part in activities and have had support to attend college and find jobs. People have support to access the community on public transport and by using the homes transport. Some people have had support to book their own tickets to theatres, concerts and the cinema. They plan to give everyone the support they need to access community facilities more independently. Relationships continue to be supported.

The AQAA shows they continue to support people to remain well and healthy. Healthy eating is discussed when menu planning. People have had support to go to the gym, lose weight and grow their own vegetables. Personal care and health needs are recorded in a way that everyone can understand. This means that people get the support they need in the way they prefer. Some people are having support to take more control of their medication increasing their responsibility and skills.

The AQAA says they have updated the complaints procedure and have had no complaints since the last inspection. There are systems in place to safeguard people from harm and abuse.

A maintenance man is employed to ensure the home is well maintained. Since the last inspection new windows have been fitted, the external paintwork has been painted, the driveway has been repaired and three bedrooms have new carpets. They plan to improve further by having the hallway and lounge redecorated and purchasing new sofas.

The AQAA says that the staff team is stable and that service users are involved in recruiting new staff. This means that they have a say about who may potentially support them. Staff are checked before they start work at the home and have an induction in line with the Minimum Standards. Staff have the opportunity to attend regular staff meetings and one to one meetings with a line manager. The AQAA says that all staff have mandatory training like first aid and food safety and that 80% of staff have a National Vocational Qualification in care at level 2 or above. Since the last inspection staff have had training related to peoples needs including communication and Diabetes training.

The management of the home is stable with the same registered manager in post. The manager has the qualification required by the Minimum Standards and plans to work

towards achieving a qualification related to learning disabilities. There continue to be systems in place to check the quality of the service. This protects service users. The home has gained a recent external quality assurance award called Investors in People.

The AQAA shows they have no policy relating to sexuality and relationships and access to files by staff and service users. This means that people including staff will not have the guidance and reference material they need to ensure the right support. The manager should ensure they have all the policies they need.

The AQAA shows that the required checks of the premises and equipment are carried out, protecting service users.

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 carry out a Key inspection by the end of September 2010.

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

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Further copies from:	0870 240 7535 (national contact centre)

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