

Annual service review

Name of Service:	Cherrywood House
------------------	------------------

The quality rating for this care home is:	two star good service								
The rating was made on:	1	9	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:	Date of this annual service review:								
Jacqueline Sullivan	0	2	0	3	2	0	1	0	

Information about the service

Address of service:	6 Eastfield Park Weston Super Mare North Somerset BS23 2PE
Telephone number:	01934621438
Fax number:	01934415143
Email address:	cherrywood.wsm@craegmoor.co.uk
Provider web address:	www.craegmoor.co.uk

Name of registered provider(s):	Parkcare Homes Limited
Name of registered manager (if applicable)	

Mrs Margaret Eileen Fisher		
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	13	0

Conditions of registration:

The maximum number of service users who can be accommodated is 13.

The registered person may provide the following category of service: Care home providing personal care only - Code PC to service users of either gender whose primary care needs on admission to the home are within the following category: 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	9	0	3	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Cherrywood House is registered to provide personal care for up to 13 young adults aged between 18 and 64 with a learning disability, six of whom may have additional mental health issues. This service aims to support people with significant challenging behaviour in a homely setting. The home organizes a range of external activities for each resident, and offers intensive support - often one-to-one - to enable them to

maintain close links with their families and to increase their independence. Cherrywood House is in a residential area of Weston-super-Mare, close to local amenities and public transport routes. The home is on three floors and has one ground floor bedroom with an ensuite. Each person has their own bedroom. The house is not accessible to wheelchair users due to the steps at the entrance.

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

What did we do for this annual service review?

We looked at 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.

We looked at information we have about how the service has managed any complaints.

We examined what the service has told us about things that have happened in the service- these are called notifications and are a legal requirement.

We read the previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

We sent surveys to people that use the service so they could tell us their views about the care that they receive.

We looked at the last annual service review.

What has this told us about the service?

We looked at the last AQAA sent to us. The service sent us their last annual quality assurance assessment when we asked for it. It was clear and gave us all the information we asked for. The judgements made by us during our last visit to the services were that the organisation was trying to provide good outcomes for those who use the service.

Information in the AQAA explained to us how the service ensures diversity and equality issues are addressed. It states that, " We ensure that staff are made aware of all up dated and new policies this is recorded in the communications book. Staff support the new employees with their inductions offering guidance of where to find relevant information. We ensure that residents are invited to attend interviews of new staff a poster inviting residents if they wish to attend the interview. The residents are offered the choice of attending church. Every Sunday and recorded. We have invited a church group to visit the home. Where possible we try to accommodate residents requests for support along gender lines and also support that it is age appropriate. We have extra staff on duty to cover college courses and evenings out which is set out on the rota."

The service 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 good outcomes for the people who use it.

The inspection of 19/03/2009 told us that the home ensures that people's needs are assessed before moving into the home so that they know they will be met. People are supported to be involved in the planning of their care with individual needs and goals set. They are helped to make choices about what they want to do through meetings

and on an individual basis. People have opportunities and support to access leisure, educational and community activities and are supported in keeping in contact with their families. People are supported and protected by the homes recruitment practices and by staff who have a good understanding of their role.

There have been eight statutory notices that have been received by the Commission since the last inspection. Some of these centred on medication administration. We noted that at the last inspection it was stated that , " A recommendation from the previous inspection for people to have a Health Action Plan has been partially met. It was also noted that at the random inspection not all plans had been developed and a requirement was made. At this visit there were still some plans that were not completed and with some having more detailed information than others. " We will therefore ensure that the health action plans for people who live at the home and the completion of health action plans to assist them and the staff team , are a focus of the next inspection.

We spoke with a shift leader on duty on 18/02/10 who told us that all the requirements and recommendations of the last report had been completed. Since the last inspection there have been new carpets and one person is now living in the basement flat. Staff morale is, " Up and down " as staff are covering extra shifts for staff sickness. She didn't feel that this impacted on the residents.

We have no complaints about the service since the last inspection.

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

We are not going to change our plans about when we will inspect the service. However if we are concerned about the outcomes for the people who use this service we will bring the inspection date forward.

Reader Information

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

Our duty to regulate social care services is set out in the Care Standards Act 2000. The content of which can be found on our website.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a copy of the findings in a different format or language please contact our helpline or go to our website.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.