

Annual service review

Name of Service: Eastleigh House

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

The rating was made on: 1 0 1 2 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:

Name of inspector:

Judy Hill

Date of this annual service review:

2 3 1 1 2 0 0 9

Information about the service

Address of service:	First Drive Dawlish Road Teignmouth Devon TQ14 8TJ
Telephone number:	01626776611
Fax number:	01626776611
Email address:	eastleigh.house@craegmoor.co.uk
Provider web address:	Craegmore.co.uk

Name of registered provider(s):	Park Care Homes (No 2) Ltd		
Conditions of registration:			
Category(ies) :	Number of places (if applicable):		
	Under 65	Over 65	
learning disability	10	0	
physical disability	1	0	
Conditions of registration:			
The maximum number of service users who can be accommodated is 10.			
The registered person may provide the following category of service only: 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 categories: Learning disability- Code LD- maximum of 10 places Physical disability- Code PD- maximum of 1 place			
Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes		
If yes, what have they been:	Change of Responsible Individual to Sarah Hughes.		

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

Brief description of the service
Eastleigh House is owned by Parkcare Homes Limited, which is a wholly owned trading subsidiary of Craegmoor Group Limited, one of the largest independent Social & Health Care providers in the UK.

Eastleigh House is registered to provide accommodation and care for up to ten people who have learning disabilities and specialises in providing a service for adults with an Autistic Spectrum Disorder.

The home is situated in a quiet residential area of Teignmouth but is within walking distance of the town centre, beach, train station and bus stops.

Information about the service provided is available from the Home in a Statement of Purpose and Service Users Guide. Copies of inspection reports can be obtained from the Home or from the CQC Website.

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 includes the following.

The Annual Quality Assurance Assessment 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 concerns, complaints or allegations.

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 report and the results of any other visits that we have made to the service in the last 12 months.

What has this told us about the service?

The registered manager requested additional time to complete and return the Annual Quality Assurance Assessment, which we received two weeks after we asked for it to be returned to us.

The Annual Quality Assurance Assessment tells us that the home is constantly looking for ways to improve the quality of care provided for the people who live at Eastleigh House by improving the provision of staff training that relates specifically to people with an autistic spectrum disorder and by improving the management and staffs communication skills to enable them to help the people who use the service to gain more autonomy and control over their lives.

The AQAA tells us that the home has developed good working relationships with the specialist support services. However, there are indications that further improvements can be made. For example, three of the seven councils or health bodies with funding responsibilities for people living at Eastleigh House have not carried out care management review in the past twelve months and a GPs response to a request for annual health checks for the residents could have been challenged.

We sent a total of twenty two surveys to Eastleigh for the manager to distribute, six for the people who use the service, ten for the staff and six for people who are involved with the residents in a professional capacity. We asked for these to be returned to us by 20th October 2009 but have only received two responses, both of which are from members of staff.

The surveys tell us that Eastleigh House has homely atmosphere, that the people who

use the service are well cared for, that staff team work well together and that the management team is supportive. However, they also tell us that the communication between shifts could be improved and that more individual activities could be organised or facilitated for the residents.

The AQAA tells us that no complaints have been received by the home in the past twelve months. We have received no complaints or concerns about this service within this time.

It is a requirement that registered homes send written notifications to us about any events in the care home which adversely affect the well being or safety of the people using the service. We have received no notifications from the home in the past twelve months but the AQAA tells us that we should have received a notification when a resident was admitted to Accident and Emergency and notifications when restraint was used.

The last key inspection was unannounced and included a visit to the home. This was carried out on 10th December 2008. The report of this inspection told us that Eastleigh House provides good outcomes for the people who use the service. One requirement was made, which was to ensure that the costs of providing suitable furniture, bedding, floor covering and curtains was paid from the residents fees and not from their disposable income. Four recommendations were made, these were about taking the residents out more often, handling complaints more sensitively, monitoring the staffing levels and improving specialised training.

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 10th December 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

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