

Annual service review

Name of Service: Mar Lodge

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

The rating was made on: 0 3 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:

Helen Abel

Date of this annual service review:

0 5 1 1 2 0 0 9

Information about the service

Address of service:	26 Nottingham Road Melton Mowbray Leicestershire LE13 0NP
Telephone number:	01664560302
Fax number:	01664560302
Email address:	mar.lodge@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	7	0

Conditions of registration:

That the home is registered to admit 1 named service user of category SI as specified in Variation Number V000000874

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

Brief description of the service

Mar Lodge is a care home in the town of Melton Mowbray, near to the town centre. The home is within easy access to local shops and public transport. Mar Lodge is registered to provide personal care for up to seven people who have learning disabilities.

The home has seven single bedrooms. One bedroom has en suite facilities. The home has one lounge and one dining area and a large kitchen.

The fees at the time of our inspection on the 3rd December 2008 ranged from £358 to £712 each week.

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 home sent us their annual quality assurance assessment (AQAA) when we asked for it. It gave us all the information we asked for. We looked at the information in the AQAA and our judgement is that the home continues to provide good standards of care and that they know what further improvements they need to make.

They tell us they are doing many things well such as: Service users risk assessments are in place and are specific to the individual and any activities they wish to take part in. They are reviewed regularly and changed. Service users are involved wherever possible in this process.

Each service user is treated individually and their care plans are reviewed monthly to enable each persons lifestyle and choices to be evaluated. Service users are listened to and supported to achieve their goals and ensure positive outcomes.

The health, safety, welfare and well being of service users is paramount and new legislation training has been rolled out to all staff. Examples of staff training provided are - Protection of Vulnerable Adults, Diabetes, Mental Health, Autism and Equal Opportunities. Service users will be assured, staff are trained and competent to care and support them.

They tell us they have constant support from managers to assist with the handling and management of any complaints received. To date the Care Quality Commission (CQC) has not received any complaints since our last visit to the home.

A senior manager visits the service on a regular basis and reports back progress and changes required. Service users are involved in these visits and provide feedback.

Staff supervisions are conducted regularly allowing staff to feel valued and part of the team. Time is given for the team to meet at the beginning of every shift to ensure that hand-overs are carried out correctly, and information about the service users care and support is properly communicated.

The organisation has their own National Vocational Qualification (NVQ) training centre, staff are encouraged to train to a minimum of NVQ 2. Service user are supported by established trained staff team with no agency staff. This ensures continuity of care for service users.

The service tell us they have improved over the last 12 months with: The implementation of new Person Centred Care Plans for each service user, improved training for staff. Internal quality audits have been introduced. Service users have become involved in Regulation 26 visits and this provides an insight from the perspective of the service users living at the home. The organisation- Craegmoor has its own magazine in which service users can contribute to, and have their achievements, holidays and any other information they want published within.

Equality and diversity is promoted within the service and is included as part of the home's Induction programme. In addition to this training, a specialist has been employed with the role of Communication. Each home is able to request specialist training and assistance in order that each person is supported in line with the home's policies.

The home is aware of the sexual orientation needs of service users, and staff support and give guidance, if and when, necessary. Special issue books are used in the home to explain and discuss sexuality and gender issues.

The AQAA tell us policies have been reviewed and the required health and safety checks have been maintained to meet Regulations.

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.

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

The next inspection of this service will be based on the Fee's and Frequency Regulations 2007 and the assessment of risk of the service. Further clarity will become evident as the new registration and inspection system under the Health and Social Care Act 2008 is confirmed.

Reader Information

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