

Annual service review

Name of Service:

The quality rating for this care home is:

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?

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:

Information about the service

Address of service:	87 Burton Road Derby Derbyshire DE1 1TJ
Telephone number:	01332242770
Fax number:	
Email address:	oaklands.derby@craegmoor.co.uk
Provider web address:	

Name of registered provider(s):	Parkcare Homes (No2) Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	9	0

Conditions of registration:		
Parkcare Homes (No 2) Ltd is registered to provide personal care for service users of both sexes whose primary needs fall within the category mental disorder MD.		
The maximum number of service users to be accommodated is 9.		
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:									
Date of last annual service review (if applicable):									

Brief description of the service
<p>Oaklands is a large detached house, situated within walking distance of Derby City Centre, shops and facilities. The Home provides assessment and rehabilitation for up to 9 people with mental health needs aged 18 to 65 years. People are supported to develop daily living and social skills and move towards more independent living. The Home has 7 single and 1 shared bedroom on the ground and first floor - access to the first floor is by stairs. There is a small garden area at the front of the premises. Parkcare Homes (No2) Ltd became the registered provider of Oaklands on 19 February 2007.</p>



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. 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 a good service and that they know what further improvements they need to make.

The home lets us know about things that have happened and this demonstrates an open and transparent approach to the service they provide.

The information within the AQAA told us that the service provides a homely environment for the people using the service, which enables them to continue their recovery and rehabilitation back into the community.

Comments made in the surveys returned from the people using the service, confirmed that the staff supported them in their recovery and in making decisions and choices in their every day life.

The information within the AQAA told us that person centred support plans are now in place and that the people using the service are actively involved in the development of their person centred plans, this ensures that each person's individual needs are identified.

The information within the AQAA told us that staff have received training in person centred care planning, to enable them to effectively support individuals. Information received within staff surveys also confirmed this.

The information within the AQAA told us that training has become easier to access. It

was stated that staff would benefit from training that was more specific to the service. Staff surveys also indicated this.

The information within the AQAA told us that the people using the service were actively involved in the recruitment and Quality Assurance processes of the service. This demonstrates that the views and opinions of the people using the service are listened to and acted upon.

The information within the AQAA told us that improvements to the environment continue on a rolling programme, through redecoration and refurbishment. Examples of these improvements in the last twelve months included a new bathroom, the redecoration of the inner hallway and new sofas that were chosen by the people using the service.

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 30th April 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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