

Annual service review

Name of Service: The Laurels

The quality rating for this care home is: three star excellent service

The rating was made on: 1 6 0 9 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:

Justine Williams

Date of this annual service review:

1 4 0 9 2 0 0 9

Information about the service

Address of service:	209 Faversham Road Kennington Ashford Kent TN24 9AF
Telephone number:	01233635932
Fax number:	
Email address:	annapage@btinternet.com
Provider web address:	

Name of registered provider(s):	CareTech Community Services (No.2) Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	6	0

Conditions of registration:

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: Mental disorder, excluding learning disability or dementia (MD).

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:	1	6	0	9	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
The Laurels cares for 5 people with mental health problems and 1 person with a learning disability. The home is a detached house on two floors, with a large usable garden. Residents have their own bedrooms and there is a bathroom on each floor. It is situated in a residential area on the outskirts of Ashford, and within easy travelling distance of local amenities such as health centres, shops, churches, pubs, clubs, colleges, a cinema, library and bowling alley. The home has access to all necessary

healthcare services within the community.

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 following,

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 an excellent service and that they know what further improvements they need to make. At the last inspection no requirements or recommendations were made, however the home has areas it wishes to improve in and these include improving the induction to the home for new residents, continuing to develop the support plans called "my plans", and to improve residents knowledge and understanding of new legislation such as the Mental Capacity Act. People living in the home always tell us that they are happy there. They are particularly pleased with how their individual needs are met. One comment was " the home couldn't do anything to improve" We received comments from relatives of people living in the home, and staff working at the home. All continue to be very satisfied with the quality of the care. The home 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 excellent outcomes for the people who use it.

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 15th 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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