Annual service review

**Name of Service:** Glenwood House

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

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? **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:** Craig Willis

**Date of this annual service review:** 20072009
Information about the service

| Address of service: | 68 Titchfield Park Road  
|                    | Titchfield  
|                    | Fareham  
|                    | Hampshire  
|                    | PO15 5RN |
| Telephone number:  | 01489588701 |
| Fax number:        | 01489588701 |
| Email address:     | a.woodman@nhs.net |
| Provider web address: | www.hantspt.nhs.uk |

| Name of registered provider(s): | Hampshire Partnership NHS Foundation Trust |

| Conditions of registration: |

<table>
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<tr>
<th>Category(ies) :</th>
<th>Number of places (if applicable):</th>
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| learning disability | Under 65: 6  
|                    | Over 65: 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: Learning disability (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: |
| Date of last annual service review (if applicable): |

Brief description of the service

Glenwood House is a care home registered to provide residential accommodation for up to six adults with a learning disability. The home is owned by Downland Housing Association, with care and support provided by Hampshire Partnership NHS Foundation Trust. The home is situated in a residential area, approximately four miles from Fareham town centre and one and a half miles from the M27, allowing quick and easy access to both Portsmouth and Southampton. Individual accommodation is arranged
over two floors, with stairs and a passenger lift to access the first floor. The property is set within a large pleasant garden, screened by trees and fencing.
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 on 31 July 2008.
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 staff working there.
- Information about how the service has managed any complaints.
- What the service has told us about things that have happened in the home. These are called notifications and are a legal requirement.
- The previous key inspection.
- 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 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 they know what further improvements they need to make.
Three people who live in the home completed a survey. They told us they were happy with the support they receive and they know who to speak to if there is anything they are not happy with.
Four staff members completed a survey for us. All four said they were always given up to date information about people's needs and they know what to do if someone has concerns about the home. Comments from staff included, "good strong team who are committed to the support and care of service user" and the team "meets the changing needs of each service user".
The home continues to let us know about things that have happened since our last key inspection and they have shown they have managed issues well. They work well with us and have shown that their service continues to provide good outcomes for 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 30 July 2010. However, we can inspect the home at any time if we have concerns about the quality of the service or safety of people living there.
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.

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.

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