

Annual service review

Name of Service: The Shieling

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

Ruth Burnham

Date of this annual service review:

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Information about the service

Address of service:	St. Ebba`s Hook Road Epsom Surrey KT19 8QJ
Telephone number:	01372203014
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Surrey and Borders Partnership NHS Trust	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	10	0

Conditions of registration:		
The maximum number of service users to be accommodated is 10.		
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
The Shieling is a large detached property situated within the St Ebba's Hospital Complex Epsom Surrey. It is currently registered to provide residential care for up to 10 adults with learning disabilities. The accommodation for Service Users is provided on one floor. The communal space is provided in two good size dining rooms and three comfortable sitting rooms. Service users have access to a large enclosed garden, which was laid out in lawns and an area trees at the rear boundary. The home has limited parking space to the front with an additional space provided for the home's minibus.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We last visited the home on 14 November 2007 when it was our judgement that the service provided excellent outcomes for the people who live there. We carried out an annual service review on 1 October 2008. This Annual Service Review was carried out on 8 October 2009.

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 service sent us their annual quality assurance assessment (AQAA) when we asked for it. It was detailed and gave us all the information we needed. 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. They told us how they are continuing to seek the views of the people who use the service and other stakeholders. The last inspection report following the key inspection on 14 November 2007 was positive. They work well with us and have shown us that their service continues to provide excellent outcomes for the people who use it. The Service has an effective quality assurance system which demonstrates year on year improvement in the home. We have not received any complaints about the service since the last inspection. Fourteen responses were received to surveys we sent out as part of this review, five from people who live in the home, completed with support from relatives or advocates. Comments included: 'The home looks after me well in all respects.' 'Homely atmosphere, very welcoming. excellent care, varied menu, lovely bedroom/personal space. I am very happy at this home.' 'Very impressed with the professionalism displayed by all the staff.' One health care professional responded to our survey, they commented on the good communication. Nine members of staff also responded and their responses were largely positive including: 'Service users are happy and contented.' 'Service users are treated with dignity and respect.' 'good communication, service users happy living there.' 'Manager and staff work hard and carry out good standard of care, good team work.'

The service is aware of and promotes equality and diversity. They told us of the

following improvements to the service since the last inspection: They have improved on the Health Action Plan for each resident and broadened opportunities for people who use the service to partake in further community activities. Health and Safety Audits have been implemented 100% of staff have had training in Health and Safety and infection control. They tell us they have received a positive Environmental Health Inspection report.

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 14th November 2010. 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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