

## Annual service review

Name of Service: Whitehill House

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

The rating was made on: 1 3 0 1 2 0 0 9

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:

Mary Williamson

Date of this annual service review:

0 5 0 1 2 0 1 0

## Information about the service

Address of service:	Roughetts Lane Bletchingley Surrey RH1 4QX
Telephone number:	01883345125
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
physical 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) Physical disability (PD).		
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:	1	3	0	1	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Whitehill House is a detached, colonial style bungalow located in a rural woodland area near Caterham and Bletchingley. Surrey and Borders Partnership NHS Trust runs the service. Care and accommodation is provided for up to ten service users with learning and physical disabilities. Accommodation is situated on one floor. Communal space includes a large lounge a separate dining area and conservatory. The home benefits from a large back garden with a paved area providing a gazebo. There is a kitchen, a laundry room and an office. Parking spaces are to the front of the house and a wrap

around veranda to the rear and side of the property. Charges for the service are currently 56,358.00 per annum.

## **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. 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 complaints or allegations.

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 inspection report.

The service history.

Random sample surveys of people who use the service and their representatives.

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. This was clear and gave us all the information we asked for. We looked at the information in the AQAA, additional information received since the previous inspection and it is our judgement that the home is still providing a good service and that they know what further improvements they have to make.

The AQAA indicated that person centred plans and health action plans are reviewed and updated as required. These are also used to monitor risks and evaluate risk assessments promoting independence.

The AQAA states that there is a complaints procedure in place. Surveys returned on behalf of service users indicated that they had access to the complaints procedure, and one key worker stated that one service user could communicate their feelings through expression and gestures. There have been no complaints received in the home or to The Health Care Commission since the last inspection. A safeguarding vulnerable adults procedure is also in place and all staff undertake training in safeguarding during induction, and is updated annually.

The AQAA describes the activities in place, which meet individual needs and choice. These have been reviewed as an outcome of the last inspection and now includes more community activity, trips to places of interest, visits to the theatre and the pub. More suitable holiday destinations at home and abroad are also being explored and the

manager also stated that service users will now begin to visit the hairdresser and the barber.

There is an ongoing maintenance programme in place in line with the home's budget. Communal and individual accommodation is redecorated when required and service users included in the choice of decor. More comfortable chairs have been purchased since the last inspection and a portable air conditioner provided for the lounge area for the warmer months. The outside of the home has been repainted and emergency lighting replaced.

The AQAA states that there is a well established staff team in post that have a good understanding of service users needs and can use non verbal communication skills to make themselves understood. Staff training and development includes induction training, mandatory training, and NVQ are various levels.

Service users follow a healthy eating plan and their nutritional needs are catered for.

Five service user survey forms were returned that were completed on their behalf by an advocate and a staff member. These were mainly a series of tick boxes and indicated that needs are being met.

Quality audits of the service are undertaken and surveys are sent to relatives, health care professionals and other people with an interest in the home. These are analysed and any issues actioned and published in newsletters.

The home continues to inform The Care Quality Commission of any relevant events that have occurred since the last inspection and they have shown that they have managed issues well. They work well with The Health Care Commission and have shown that they continue 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 and will do an Annual Service Review by 31st December 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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