# Annual service review

**Name of Service:** The Cedars

<table>
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<tr>
<th>The quality rating for this care home is:</th>
<th>two star good service</th>
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<tr>
<td>The rating was made on:</td>
<td>2 1 1 0 2 0 0 8</td>
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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:

<table>
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<tr>
<th>Name of inspector:</th>
<th>Date of this annual service review:</th>
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<tr>
<td>Julie McGarry</td>
<td>1 9 1 0 2 0 0 9</td>
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Information about the service

Address of service: 4 Chequer Street
Bulkington
Warwickshire
CV12 9NH

Telephone number: 02476310974
Fax number:
Email address:
Provider web address:

Name of registered provider(s): Coventry and Warwickshire Partnership Trust

Conditions of registration:
Category(ies) :
Number of places (if applicable):
Under 65 4
Over 65 0

Conditions of registration:

The maximum number of service users who can be accommodated is: 4

The registered person may provide the following category of service only: Care Home Only (Code 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) 4

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: 2 1 1 0 2 0 0 8

Date of last annual service review (if applicable):

Brief description of the service

The Cedars is a joint venture between Leicester Housing Association, which owns the property and Coventry and Warwickshire Partnership Trust, which provides the services and care. The Cedars provides 24-hour care to 4 people with a learning disability. The Trust also provides Day Services for each individual.

The Cedars is a domestic-style bungalow in the village of Bulkington. The bungalow has a communal living/dining area and four single bedrooms. There are no en-suite
facilities. The home has been adapted to meet the service users' needs including a good range of equipment to assist with daily routines. There is a large communal garden with flowerbeds. The property has secure fencing around the perimeter. There is a large minibus driven by staff members to enable people who live here to access the community.

The current scale of charging is £273.00. Additional costs that have to be met by service users include toiletries, holidays and social expenses. The fee information given applied at the time of the last inspection; persons may wish to obtain more up to date information from the service.
**Service update since the last key inspection or annual service review:**

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<tr>
<th>What did we do for this annual service review?</th>
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<tr>
<td>We looked at all the information that we have received, or asked for, since the last key inspection or annual service review. This included:</td>
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<tr>
<td>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.</td>
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<tr>
<td>Information we have about how the service has managed any complaints.</td>
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<td>What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.</td>
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<td>The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.</td>
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<td>Relevant information from other organisations.</td>
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<tr>
<td>What other people have told us about the service.</td>
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<th>What has this told us about the service?</th>
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<td>The home sent us their annual quality assurance assessment within the required timescales; the home manager completed this. The information in the AQAA was clear, and provided us all the information we had asked for.</td>
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<td>We looked at the information in the AQAA and our judgement is that the home is still providing a good service and that they have a clear vision of what further improvements they wish to make.</td>
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<td>We were told how the home ensures that people who use the service are consulted on things that matter to them. For example, the AQAA tells us that 'service users are given the opportunity to be involved and make choices on a day-to-day basis, and a house meeting is held every week to plan the following weeks structure and menus. To identify service users choices we use picture menus and are also developing a library of picture for activities that can be offered'.</td>
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<td>They told us of changes they will be making as a result of listening to people. For example, 'one service user had begun to show behaviours that challenge at a particular time of the day. Staff worked with that service user to determine what was trying to be conveyed, it was believe that that service user wanted some one to one activity. Since this has been put in, the behaviours that highlighted this have diminished'.</td>
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<td>They told us how they had met the equality and diversity, which included, 'as part of the staff induction the philosophy of the home is explained to them. Equality and diversity training is available and this is monitored through supervision and appraisals. New starters complete the induction modules in LDQ and go on to achieve their NVQ...</td>
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75% of permanent care staff have achieved a minimum of level two in the National Vocational Qualification in care. This should mean that staff should have the necessary skills and knowledge to provide a good standard of support to the people who live there. The AQAA states that no staff are employed without two references and a criminal record check, indicating clear and robust procedures for the recruitment of all staff.

The medical needs of all the people using the service have been identified and are addressed by the arrangements for the continued health care provided by other professional agencies.

People using the service are encouraged to maintain links with families, friends and the community.

We received four completed surveys from staff members; they told us in their surveys that they are always given up-to-date information about the needs of the people they care for. Comments received included:

'Day services are fantastic'.

What the service does well: 'The use of individualised care plans'.

Additional comments include:

What the home could do better: 'More staff. More money to support clients'.

We received four completed surveys from people who use the service. All responses were positive, however due to people's communication needs they required support from staff who frequently commented that individuals did not understand the questions.

We received three completed surveys from relatives of people who use the service. Comments include:

'I am confident that should I need to make a complaint, the staff would be able to advise me on the process'.

'I really don't think the service could improve'.

'Always friendly and welcoming when we visit'.

'Keeps myself and family informed of any problems i.e. health issues'.

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.

We have received no complaints about the standard and quality of care provided at the home. The home informs us that they have received no complaints.
The AQAA tells us that all the required policies and procedures are in place.

We have looked at all the information available to us and in our judgement the service continues to provide a good service.

What are we going to do as a result of this annual service review?

We are not going to change our inspection plan. 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.
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.

**Helpline:**

**Telephone:** 03000 616161

**Email:** enquiries@cqc.org.uk

**Web:** www.cqc.org.uk

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