Annual service review

Name of Service: 20 Hampton Road

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: Jonathan Potts
Date of this annual service review: 2 1 0 7 2 0 0 9
**Information about the service**

| Address of service: | Hampton Road, 20
|                    | Erdington
|                    | Birmingham
|                    | West Midlands
|                    | B23 7JJ
| Telephone number:  | 01213776601
| 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 | Over 65 |
| learning disability | 4 | 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? Yes

If yes, what have they been: There was a change of responsible individual (the provider's representative).

**Date of last key inspection:**

**Date of last annual service review (if applicable):**

**Brief description of the service**

20 Hampton Road is situated in a cul de sac in the Erdington area of Birmingham. The home provides care and accommodation to four adults aged between 18 and 65 years with a learning disability and additional needs including behaviours that can challenge. Shops, pubs, restaurants and places of worship are within walking distance. Public transport systems are also located close to the home. There are two
bedrooms on the ground floor and a bathroom and separate shower room. There are
two bedrooms on the first floor and a bathroom and separate toilet facility. There is a
spacious lounge, dining room and kitchen. There is ramped access to the front of the
home. Ground floor hallways and doorways are sufficiently wide to provide access to
wheelchair users. There is no passenger lift meaning the first floor is not accessible to
people that cannot use stairs. The flat, level rear garden is spacious. Consultation
with people who live at 20 Hampton Road takes the form of regular observations and
detailed care and support plans that identify and review likes and dislikes. Advocacy
services are promoted. The home has a qualified and experienced manager who
supervises the staff employed at the home. The manager is accountable to the
registered provider.
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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<td>We looked at all the information that we have received, or have asked for, since the last key inspection, this including:</td>
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<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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<td>- Surveys returned to us by people using the service, relatives and from other people with an interest in the service.</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 main (key) inspection and the results of a random visit that a pharmacy inspector has made to the home in the last 12 months.</td>
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<td>- Discussion with the Registered Manager of the home.</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 (AQAA) when we asked for it. It was clear and gave us the majority of the information that we asked for. We looked at the information in the AQAA and our judgment is that the home is still providing a good service and that they know what further improvements they need to make.</td>
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People that live at the home tell us that they are happy living there. They tell us that the staff support them well although all said activities could possibly be better, this an area the manager has identified as one where she wishes to make improvement. People's views are represented by comments such as those below:

- 'Varied menus based on my personal preferences' 'Gives me stability and comfort' 'They look after my daily needs very well are courteous and helpful' 'Staff are very good and work well with all the house mates and myself. ' The home is always clean and staff are very helpful'

We received comments from 3 relatives and representatives of people living at the home. All continue to be very satisfied with the quality of the care with comments such as the following when asked what the home does well:

- 'All aspects of care for service users'
- 'Provides a welcoming atmosphere with excellent facilities. When I have visited I have always found the residence very clean and tidy'.

The only comment about what could be better was communication about people's progress with their relatives (this commented on by one person).

The home continues to let us know about things that have happened since our last main inspection and they have shown that they have managed issues well and have listened to what we have told them during our visits. They work well with us and have
shown us that 20 Hampton Road continues to provide good outcomes for people that use it.

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<th>What are we going to do as a result of this annual service review?</th>
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<td>We are not going to change our inspection plan, and will do a key (main) inspection by the 23rd June 2010.</td>
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<td>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 living there.</td>
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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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