

Annual service review

Name of Service: 72 Doods Road

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

The rating was made on: 2 3 0 2 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: Date of this annual service review:

Deborah Sullivan 1 8 1 2 2 0 0 9

Information about the service

Address of service:	72 Doods Road Reigate Surrey RH2 0NW
Telephone number:	01737224505
Fax number:	
Email address:	doods@prospectha.org.uk
Provider web address:	

Name of registered provider(s):	Prospect Housing and Support Services	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
mental disorder, excluding learning disability or dementia	8	0

Conditions of registration:	
The maximum number of service users to be accommodated is 8.	
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: Mental disorder, excluding learning disability or dementia (MD).	
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	3	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
The home is a large semi-detached house located in a residential area of Reigate in Surrey. The home is served by public transport and all major routes to motorways are easily accessible. The local amenities are within walking distance from the premises. There is limited visitors' parking although the nearby streets can also be used for additional parking. The home has a large rear garden and offers single occupancy to 8 service users. The home is run by Prospect Housing Association Limited who are the registered providers.

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 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 home was last inspected on 23rd February 2009, the service was rated as good.

The registered manager of the home returned the annual quality assurance assessment (AQAA) in good time, the information in it is concise and clear. It gives us information on how on the home has changed and developed over the past year and where areas for further improvement have been identified.

The AQAA provides evidence that the service listens to the views of people living there and acts upon them. Service users are encouraged to be involved in their personal care planning, reviewing and goal setting. There are monthly service user meetings which they are encouraged to chair and they can attend relevant parts of staff meetings. Service users have been provided with additional support from an advocacy service due to possible future changes to the service.

The home has updated care plans during the past year so that they include information on the capacity of service users to make decisions. Good health is promoted, the AQAA informs us that service users have been encouraged to take more responsibility for their personal health, for example by making their own appointments, and more information about specific conditions has been made available to staff.

Five service users returned surveys to us, some had been supported by staff with completing them. They told us that they make decisions about what they do each day, and confirmed that care staff and managers listened to them and acted on what they said. Comments from service users in response to being asked on the survey "what does the home well" included, "They give us support", "Good food", "Staff treat me like a human being" and "The home staff are very compassionate and supportive I like them very much".

The AQAA tells us that service users are encouraged to be independent, there is a new household rota that has been drawn up with their involvement and there are plans to develop their involvement with the review of policies and procedures. Other areas in which independence is promoted are giving support for service users to explore and access work, education and social and leisure facilities in the community and with managing their finances. They have been supported to obtain bus passes and to use public transport during the past year.

The AQAA tells us that all the current staff team have gained an NVQ in care at level two or above and staff have the skills and abilities needed to effectively support service users. New staff receive induction and all staff are well trained and supported. The outcome area of staffing was judged as being excellent at the last key inspection.

The home has a complaints procedure, the AQAA says that one complaint has been made in the past year. Surveys from service users say that they know who to speak to if they are not happy and they know how to complain. The service demonstrates that it has measures in place to protect service users, there are safeguarding procedures and risk assessments are in place. All staff receive regular updated safeguarding training. One safeguarding alert has been raised by the home with the local authority in the last twelve months. Four members of staff returned surveys, they told us that procedures were thorough when they were recruited, they have training that is relevant to their role and that helps them meet service users needs. They are well supported and know what to do if concerns about the home arise. Comments from staff were positive, when asked what the home does well responses included, "Have a very good team, staff support one another and communication is very good between staff and outside agencies", "Listening to our service users needs, wishes, preferences and circumstances is very important here at Doods Road" and "Has a cohesive staff team, who support one another and work consistently with service users to promote independence and provide support to meet individual needs."

The AQAA says that internal quality assurance takes place and questionnaires are sent to families and other stakeholders. The home notifies us promptly of any incidents or matters that we need to know about.

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 of the service by 23rd February 2011.

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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