

Annual service review

Name of Service: St George's (Banstead)

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

The rating was made on: 3 0 1 2 2 0 0 8

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: Kenneth Dunn

Date of this annual service review: 1 7 1 2 2 0 0 9

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 the people who are using the service.

The AQAA also gave us some numerical information about the service. Information we may have about how the service has managed any complaints.

What the service has told us about things that have happened in the service to tell us about them.

The previous key inspection and the result 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 annual quality assurance assessment (AQAA), returned by the manager, provided current details about the home including areas where action had been taken to make improvements. Information contained within the AQAA states that to "We listen to people who use our services through "involvement in own care plans and reviews, through monthly Service User meetings, through the key worker system where service users choose their own key workers, through listening to each individual. Each service user chooses their own bedroom colour and purchases of furniture, holiday destinations and activities". The manager provided a detailed statement in the AQAA that as a result of the service listening to and consulting with the service users the service has supported the service users to make their own decisions, " One of our service users has made the decision that she does not want to go out with staff to do her own personal shopping as her anxiety about going out has increased considerably. Being encouraged to go out for any reason causes her much distress, therefore the team respect this wish by doing her shopping for her, we are able to show her pictures of clothes on the internet and she is able to tell us what types of clothes when wants colours etc. We have arranged for chiropody to provide this lady with an in house service now she no longer feels able to go out & receive this service".

The completed AQAA indicated that the service is aware of the diversity of the service users and "One Service User regularly attends the local Jewish synagogue and follows the diet of Her faith with staff support. We have an in house Christian church service each Sunday, which all our service users choose to attend. We ensure all relevant information forms part of each individual care plan / PCP, detailing each service users needs, wishes and beliefs/values". The manager stated that "We fully believe that we continue to be successful in maintaining a homely atmosphere for all the Service Users. Encourage all Service Users to have input in the way their home is run and support each individual to achieve this to the capacity and level to which they choose. Offer a wide variety of choice for recreational activities, by actively encouraging community presence and participation. We have built up good community relationships Maintain strong links with families and friends. Recognise individuality and act on that

Reader Information

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