

Annual service review

Name of Service: Millview

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

The rating was made on: 1 6 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:

Date of this annual service review:

Deborah Sullivan

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Information about the service

Address of service:	38 The Street Charlwood Horley Surrey RH6 0DF
Telephone number:	01293862443
Fax number:	
Email address:	
Provider web address:	

Name of registered provider(s):	Prospect Housing and Support Services
Name of registered manager (if applicable):	

Mr Doolarsing Doorga

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	5	0

Conditions of registration:		
The maximum number of service users to be accommodated is 5.		
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).		
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:	The manager of the service became registered in February 2009.	

Date of last key inspection:	1	6	1	2	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
 Millview is a detached house situated in the village of Charlwood, with a large and secluded garden to the rear of the property. Car parking facilities are available to the

side and the front of the property. The home consists of five single bedrooms, which are decorated and furnished according to the service users choice. Bathroom and toileting facilities are situated on both floors. Stairs lead to the second floor of the home.

Communal accommodation is on the ground floor and consists of a well-equipped kitchen, dining room and lounge. A small pleasantly furnished conservatory is located to the side of the building with access from the lounge.

The home owns a vehicle, which is used for service users to access community facilities and to participate in a range of outdoor activities.

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 registered manager returned a clear and comprehensive AQAA within the timescale that we had given. The information in the AQAA tells that the home has made changes and improvements over the past year and has identified areas where further developments would be beneficial to service users. It says that each service user has a detailed care plan and systems for reviewing care plans have improved. The home provides information for service users in formats that they can understand and this includes information in the care plans. The home plans to provide more so that support service users can develop their non verbal communication skills.

The self assessment tells us that service users are given the support they need with personal care and hygiene and to access health services. A health professional wrote in a survey that "They give high quality care to (service user)." The AQAA also says that staff have attended Mental Capacity Act training, have awareness Deprivation of Liberty Safeguards and take these into account when health care decisions need to be made. Care plans include risk assessment and the AQAA tells us that service users are supported to make decisions about their lives and activities to take part in.

The AQAA gives us information on some activities on offer, they include shopping, swimming, horse riding and pottery. The home hopes to provide more one to one activities and is designating a member of staff to be activity worker. Two service users who were supported to complete survey forms said they did have enough choice and activities, one said that they would like the home to have a larger vehicle available.

The home seeks the views of service users, they are encouraged to attend staff meetings and it has a complaints procedure that is accessible. Changes have been made as a result of service user consultation including changing the menu to a pictorial format and the provision of more one to one support with activities. The AQAA tells us that there have been two complaints made during the past year, they were resolved

within the given timescale. One safeguarding alert has been referred to the local authority during the past year. The AQAA states that all staff are given safeguarding training which is regularly updated.

Improvements to the environment over the last year are listed in the AQAA, they include refurbishment of the kitchen, the provision of new kitchen equipment and appliances and an improved cleaning rota. Plans for the coming year are to replace furniture in other areas.

Survey forms from four relatives and three service users told us they were satisfied with the care and support provided by staff. A relative wrote that "I have a good relationship with the staff at Millview. I think they do a wonderful job in looking after (service user)".

Comments on other relatives surveys regarding the home overall include "Millview provides a safe, secure and homely environment, also respects individuals choices, religions and beliefs" and "The service is good, it is difficult to see room for improvement".

The AQAA says that the staff team is established and settled, staff are well supervised and they receive core and other training identified to meet their development needs, also that over 50% of the staff have gained an NVQ in care at level 2 or above. Recruitment processes are thorough and all staff are vetted before they start work at the home. The registered manager says in the AQAA that they hope to fill the vacant deputy manager post. The staff team is diverse and they receive equality and diversity training. The AQAA says that internal quality assurance takes place including internal financial audits and regular visits by a representative of the provider as is required.

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 16th 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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