



Making Social Care
Better for People

Inspecting for Better Lives

Annual Service Review

Name of Service: Holly Tree Cottage

We do an annual service review when there has been no major inspection of the service (we call this a key inspection) 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: 18/10/09

Name of inspector: Date of this annual service review:

Jane Poole 10/10/08

Information about the service

Address of service:	Holly Tree Cottage
Telephone number:	01278 788008
Fax number:	01278 787939
Email address:	T.Palmer@homes-caring-for-autism.co.uk
Provider web address:	www.homes-caring-for-autism.co.uk

Name of registered provider(s):	Somerset HCA Ltd
Name of registered manager (if applicable):	Tania Palmer
Categories of registration:	7 LD
Conditions of registration:	
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:	18/10/07
Date of last annual service review (if applicable):	N/A

Brief description of the service:

Holly Tree Cottage is registered with the Commission for Social Care Inspection to provide care and support for up to seven people who have a learning disability.

The house is a large detached property set close to public transport links and within walking distance of a shop and public house. All bedrooms are for single occupancy and three bedrooms have full en-suite facilities. The home has two communal bathrooms located on the first and second floors.

Communal areas are located on the ground floor; these consist of a dining room, a lounge and conservatory area. There is a domestic style laundry facility. To the rear of the property is a large garden.

The home is owned by Somerset HCA Ltd.

Service update since the last key inspection or annual service review:

What did we do for this annual service review?

We looked at information that we have received and requested since the last key inspection.

The Annual Quality Assessment Audit (AQAA) was sent out to the home and was completed and returned to CSCI in a timely fashion. 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 were sent out to people who use the service and health and social care professionals. 5 completed surveys were received from people living at the home and 1 from a health and social care professional. One professional made telephone contact with the commission and 4 relatives wrote comments.

Regulation 37 notices informing us of significant events in the home have been received throughout the year.

The home make telephone contact with the CSCI if they have any concerns or wish to share information.

What has this told us about the service?

The home has a manager in place who is experienced and well qualified to run the home. The AQAA was very well completed showing what the home does well and their aims for future improvement.

The AQAA gave evidence that the home has a commitment to listening to the people who live there and makes changes according to their views and wishes. One relative wrote "carers are very good at listening."

The home uses a variety of communication techniques to ensure that people living at the home are able to express their views and make choices about their day-to-day lives. Everyone who completed a questionnaire stated that they were able to choose what they did each day, in the evenings and at the weekends. One person wrote that the home uses pictures to help them to make choices.

People take part in a variety of activities according to their interests and needs. The home has increased staffing to accommodate changes in need and the levels of support required to access community activities. New activities such as canoeing and attending youth club have been introduced at the request of people living at the home.

The health and social care professional who completed a questionnaire said individual health care needs were always met by the home and privacy and dignity was always respected. Another health and social care professional said that they received appropriate referrals from the service and had good communication with staff.

The AQAA outlines a robust recruitment procedure which involves ensuring that all staff are checked against the Protection Of Vulnerable Adults (POVA) register and undertake a Criminal Records Bureau (CRB) check.

Homes Caring for Autism has a dedicated recruitment, training and development officer based at their head office. All staff complete a thorough induction programme and there are opportunities for ongoing training to ensure that staff have the skills required to meet the needs of the people who live at the home. Over 50% of care staff have National Vocational Qualification in care at level 2 or above. One relative wrote "there is a very caring and well trained staff group." Another said "We have always been impressed with the way staff look after the clients and deal with their 'difficult' moments."

Everyone who completed a questionnaire said that they knew who to talk to if they if they were not happy. Everyone answered ALWAYS to the question "do staff treat you well?"

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 by 18/10/2009.

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

Document Purpose:	Annual service review
Author:	CSCI
Audience:	General Public
Further copies from:	0845 015 0120 (customer services)

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.

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