

Annual service review

Name of Service: Sunnyside House

The quality rating for this care home is:	two star good service								
The rating was made on:	1	9	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:								
Alan Thompson	1	1	0	2	2	0	1	0	

Information about the service

Address of service:	130 High Street Aveley South Ockendon Essex RM15 4BX
Telephone number:	01708861201
Fax number:	01708861201
Email address:	care@sunnysidehouse.net
Provider web address:	

Name of registered provider(s):	Sunnyside House Ltd	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	12	0
Conditions of registration:		
The maximum number of service users who can be accommodated is:	12	
The registered person may provide the following categories of service: 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 Disabilities - Code 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:	Change of manager January 2010.	

Date of last key inspection:	1	9	0	2	2	0	0	9
Date of last annual service review (if applicable):								

Brief description of the service
Sunnyside House is a two storey detached property that was first registered with the Commission in August 2008. The home is situated close to the centre of Aveley, with local shops and facilities only a short walk away. A bus service passes the front of the home along Aveley High Street. This gives a regular public transport link to the Lakeside shopping complex and to Grays and Basildon town centres.
The property was completely refurbished in 2008 before being opened as a care home

for up to twelve people who have a learning disability. The service aims initially to work with people towards developing independence with a view to them moving on into the community, however Sunnyside House can also accommodate people who have other aims/needs.

The communal facilities comprise of a lounge, a dining room with an adjacent open plan kitchen and a communal bathroom off the hallway, all on the ground floor. All bedrooms are singles and all have private ensuite wc and shower. Bedrooms are located on both floors of the building.

There is also an outbuilding with a covered walkway connection from the main building. In the outbuilding there is a games room, a staff training/meeting room and a toilet with disabled access facilities.

The grounds and garden were well maintained and accessible, offering both lawn and patio area for service users to use. There was off road car parking for staff and visitors at the front.

The weekly fees at the time of our key inspection in February 2009 ranged between £1100 to £1349. Fees need to be discussed on an individual basis with the home as the exact amount will depend on assessed individual care needs.

Inspection reports can be obtained from the home or on the Commission's internet website, www.cqc.org.uk.

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.

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.

Any surveys that were returned to us by people using the service, their families and from other people with an interest in the home.

What the service has told us about things that have happened in the home, 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 home in the last 12 months.

What has this told us about the service?

Inspection Report:

The last key inspection (this was the first key inspection following registration of the service in 2008) of this home was completed on 19th February 2009. The inspection found that of the eight outcome groups looked at three were judged as Excellent and five as Good.

The inspector concluded that: 'This home had a relaxed, friendly and welcoming atmosphere, and was light, bright and airy'. 'The decoration, facilities and furnishings were of an excellent standard'. 'Staff on duty were knowledgeable about service users care needs and the staff team worked together well and were enthusiastic about their work'. 'Service users are very involved in the day to day planning of their own care, and in the way the home is managed on a daily basis'. 'Service users are able to enjoy a wide variety of leisure and social activities, both local and farther afield'.

This tells us that overall the home was achieving good outcomes for the people using the service (Good is the maximum quality rating a new service can achieve at the first key inspection). There were two statutory requirements made that the registered manager was required to address. These related to the information kept by the home in service users care plans and to some risk assessments. The registered manager confirmed after our inspection that action had been taken on both issues. This will be checked at our next key inspection.

AQAA:

This was sent to us when we asked for it and provided us with a range of information to confirm that management had a detailed understanding of the service, could identify

what they did well and evidence this, and were also able to highlight areas for improvement.

A brief summary of information in the AQAA completed by the manager included: Under 'what our service does well' : 'Sunnyside delivering of care is inclusive to service users/stakeholders. It is reviewed, updated and is an ongoing process'. 'We meet the diverse cultural needs of service users and staff. We are guided by Quality Assurance Performance indicators, Residents Charter Rights and development plans'. 'Service users participate in the running of the home. They are offered dignity, respect, choice, and lead a happy and fulfilling life'. 'Sunnyside offers a warm and safe environment to the service users taking into consideration health and safety, security and well being issues and our main priority is delivering of a comprehensive service'.

Under 'how we have improved in the last 12 months': 'Quality Assurance, User Satisfaction survey carried out and available for inspection'. 'Improved access to mainstream health services and development of health action plans for service users'. 'Achieved NVQ training for 75 per cent of the workforce'. 'Put in place a Family/Advocacy consultation group'. 'Setting up a 6 step to independence transition programme'.

The data set provided with the AQAA shows that two complaints had been received by the service in the 12 months leading up to completion of the AQAA in November 2009. The AQAA shows that both were investigated and neither was upheld.

Information in the AQAA also confirms that all the required recruitment checks had been satisfactorily carried out on new staff, and that ten out of fifteen permanent support workers had achieved their NVQ level 2, or above, awards. This means the service exceeds the recommended level of 50 per cent of staff obtaining this qualification.

The AQAA also includes information on how the service plans to introduce further changes to bring about improvements to benefit service users.

Surveys:

At the time of writing this service review we had received four completed surveys from those we sent out for people using the service. Some of these had been completed with help. Responses gave us views about the care and support provided at Sunnyside House. Responses confirmed that all knew who to speak to if they were unhappy. They confirmed that the home is 'always' or 'usually always' fresh and clean. All thought that staff 'always' or 'usually always' treated them well and that carers 'always' or 'usually always' listened and acted on what they said. All also agreed that they 'always' or 'usually always' make decisions about what they do each day.

We received five completed surveys from staff, all thought that their induction 'very well' or 'mostly' covered what they needed to know when they started their jobs at the home. They also all thought that they are given training relevant to their roles, and that this helped them to understand and meet the needs of service users. All thought that they were supported 'regularly' or 'often' by the manager and the majority thought that there were 'always' enough staff to meet service users needs. We asked

staff if they knew what to do if someone had concerns about the home, all confirmed that they did.

Information received since last inspection:

As required by regulations, the home has when necessary notified us of any relevant incidents/information that we are aware of since the last inspection.

Based upon the information available at the time of completing this ASR we think that the quality of the service has not changed since our last review.

What are we going to do as a result of this annual service review?

At the present time we are not going to change our inspection plan, and will do a key inspection by 19th 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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