

Annual service review

Name of Service:	Lisieux Hall
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The quality rating for this care home is:	three star excellent service
The rating was made on:	

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
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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:	
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Name of inspector:	Date of this annual service review:
Marie Matthews	1 6 1 1 2 0 0 9

Information about the service

Address of service:	Dawson Lane Whittle-le-Woods Chorley Lancashire PR6 7DX
Telephone number:	01257266311
Fax number:	01257265671
Email address:	
Provider web address:	

Name of registered provider(s):	Brothers Of Charity Services	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	26	0

Conditions of registration:

The registered person may provide the following category of service only: Care Home with Nursing - Code N To Service Users of the following gender: Either Whose primary care needs on admission to the home are within the following categories: Learning Disability - Code LD The maximum number of Service Users who can be accommodated is: 26

Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	No
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If yes, what have they been:	
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Date of last key inspection:								
Date of last annual service review (if applicable):								

Brief description of the service
Lisieux Hall is located in a rural setting approximately half a mile from the A6, which is one of the main roads linking the towns of Preston and Chorley. It is also approximately 1 mile from the A49, one of the main roads linking Preston and Wigan. Because of its rural setting the access to local facilities such as post office, shops and public houses is not easy, with the nearest being a half-mile away. A wider variety of shops can be found in Chorley, which residents can access with staff via public transport or taxi.

Lisieux Hall is run by the Brothers of Charity and is part of a wider service, which also provides day care, supported employment, and domiciliary services to people with learning disabilities in the Chorley and South Ribble areas. Lisieux Hall is the administrative centre for the Brothers of Charity Services in Lancashire and has additional resources on site.

The home is registered to accommodate a total of twenty-six residents with a Learning Disability, with some having nursing needs. Plans to reduce the numbers of residents accommodated at Lisieux Hall and to move some residents into appropriate housing in the community are underway.

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 undertaken on 15th November 2007 and an annual service review completed on the 19th November 2008. 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.

Discussions with the registered manager.

Information that we have about how the service manages complaints.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

Relevant information from other agencies.

The results of the last key inspection and annual service review.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us all the information that we asked for.

We looked at the information in the AQAA and our judgment is that the home is still providing an excellent service and they know what further improvements are needed.

The information told us that individuals' opinions and views are valued and that they, or their representatives, are involved in decisions about care; this ensures they receive the care they both need and want.

We were told that individuals were given 'choice and control' over their future and they are supported to take part in 'fulfilling activities' both inside and outside the home.

We were told that new staff are recruited safely and that service users or their relatives are involved in the selection process; this will ensure that service users will be looked after by suitable and competent staff of their choice.

We were told that there is an ongoing plan to improve the home; this will ensure residents live in a well maintained, safe and pleasant home that meets their needs and expectations.

We did not receive any comments from staff working in the home but we were told that most of them have or are working towards a recognised qualification in care and all are given 'timely' and relevant training; this will ensure they have the skills and competence they need to look after people properly.

We did not receive any comments from people using the service.

The service told us they have a clear complaints procedure which is available to people in a format that they are able to understand. They told us they have had two complaints that have been dealt with properly; this showed that the home takes complaints seriously.

Staff are given training and have access to clear procedures to help them to recognise and respond properly to any signs of abuse, self harm or neglect. Procedures have been followed properly in situations where service users may have been at risk; this shows that the home responds appropriately to any suspicions of abuse or neglect and makes sure service users are safe.

The home continues to let us know about things that have happened since our last key inspection and have shown us that they have managed issues well. They work well with us and have shown that they continue to provide excellent outcomes for the people who use the service.

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

The Care Quality Commission will continue to monitor information about this service and will carry out an inspection when required.

Reader Information

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