

Annual service review

Name of Service: Queen Alexandra College

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

The rating was made on: 1 7 1 0 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:

Sue Scully

2 6 1 0 2 0 0 9

Information about the service

Address of service:	49 Court Oak Road Harborne Birmingham West Midlands B17 9TG
Telephone number:	01214285050
Fax number:	01214285048
Email address:	enquiries@qac.ac.uk
Provider web address:	www.qac.ac.uk

Name of registered provider(s):	Queen Alexandra College	
Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	40	0
sensory impairment	40	0

Conditions of registration:		
The maximum number of service users who can be accommodated is:	40	
The registered person may provide the following category of service only: 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 Disability (LD) 40 Sensory Impairment (SI) 40		
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:	There have been no changes to the registration details in the last 12 months.	

Date of last key inspection:	1	7	1	0	2	0	0	8
Date of last annual service review (if applicable):								

Brief description of the service
Queen Alexandra College hostels are registered to provide accommodation and support for forty students and specialise in meeting the needs of people with visual impairment and other disabilities.
Students are supported to develop essential skills in order to prepare for independent

living and personal care is generally not provided. This inspection report is in relation to the registered residential accommodation comprising of four fully equipped 'hostels', three on the college campus and one a short walking distance away on Lordswood Road, Harborne.

The college has a number of other houses both on the campus and in the local community that are not registered but are providing supported living for students attending the college.

The college is located in Harborne, Birmingham, is easily accessible by public transport and there are a variety of shops, restaurants, pubs, library and other facilities close by. There is ample off road parking on campus.

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

What did we do for this annual service review?

The focus of inspections undertaken by the care quality commission (CQC) is upon outcomes for the people who use the service and of their views of the service provided. This means they tell us if the agency is meeting their needs and if the agency is flexible to enable them to maintain their independence. We also assess the agency's capacity to meet regulatory requirements, minimum standards of practice and focus on service provision that need further development.

Prior to this inspection an Annual Quality Assurance Assessment (AQAA) document was posted to the manager for completion. The AQAA is a self-assessment and a dataset that is filled in once a year by all providers. It informs us about how providers are meeting outcomes for people using their service and is an opportunity for providers to share with us areas that they believe they are doing well. It is a legal requirement that the AQAA is completed and returned to us within a given timescale. The registered manager completed this document and returned it to us. This information in conjunction with information held about the recent history of the service helped us to formulate a focus and plan for the annual service review. Furthermore, along with information obtained from other people such as health care, councils and people who know the service, it has helped in determining a judgement about the quality of care the service provides.

We looked at all the information that we have received, or asked for since the last key inspection such as things that have happened with service delivery, with compliments, or complaints.

Information we have about the service indicates that the service continues to provide a service that focuses on outcomes for people.

What has this told us about the service?

The AQAA Annual Quality Assurance Assessment told us as a result of listening to peoples' views the agency have made the following changes:

A new 16 seat mini bus has been purchased, adding to the range of buses and cars available to use at weekends and evenings for leisure trips.

The student centre has increased the number of staffed hours it is open in the evenings, improving student support and security.

New fences and gates have been erected which now establish the Reception as the single point of entry for any visitors to the College.

The security barrier leading to the gym has been extended around the car park, making it safer for visually impaired students to travel independently around that part of the campus.

There is new lighting on the main walkway around the playing field, improving the visibility in the evenings and at night.

The covered walkway separating the two sections of TSB hostel has been enclosed with double glazed windows, creating a new reception area for the hostel. This has greatly improved the students' mobility around the hostel and means they no longer have to go outside before entering the lounge.

The engineering block now has a new dance and drama studio for rehearsal and performance.

A full time sports coordinator has increased the amount and range of sporting activities. The college organises student meetings each month, so that students can meet with staff and formally put forward their suggestions and ideas on how to improve the service.

Students and staff attend hostel meetings every six weeks to discuss issues specifically about their home and the activities in which they wish to participate. Each hostel nominates a representative to attend "Student Voice" meetings. These meetings occur each term and focus on wider issues around sport and leisure and the campus.

Hostels have suggestion boxes in the communal areas for students to raise any ideas or issues they may have at any time.

An annual survey is carried out towards the end of the academic year, asking students to feedback on their placement in hostels, the staff support, the quality of the accommodation and food, the leisure programme and for ideas on how to improve.

Health care professionals have told us that the colleges consults with them regularly to ensure the students receive a planned service that suits their individual needs.

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

This review has not changed our views of this service which was rated as a 2 star good service at the last key inspection on the 17 October 2008. We are not going to change our inspection plan, and expect to do a key inspection by September 2010 at the latest.

However we may inspect the service at any time if we have concerns about the quality of the service or the safety of people using the service.

Reader Information

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