



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

Name:	Whitegates Care Home
Address:	Sparken Hill & 5/7 Park Place Worksop Nottinghamshire S80 1AP

The quality rating for this care home is:

two star good service

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 assessment of the service. We call this a 'key' inspection.

Lead inspector:	Date:
Frances Shillito	0 4 0 3 2 0 0 9

This is a report of an inspection where we looked at how well this care home is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

Outcome area (for example Choice of home)

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

This is what people staying in this care home experience:

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at www.dh.gov.uk or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

Our duty to regulate social care services is set out in the Care Standards Act 2000.

Reader Information

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Whitegates Care Home
Address:	Sparken Hill & 5/7 Park Place Worksop Nottinghamshire S80 1AP
Telephone number:	01909478746
Fax number:	
Email address:	marjs@norsaca.org.uk
Provider web address:	

Name of registered provider(s):	NORSACA
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Type of registration:	care home
Number of places registered:	18

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
learning disability	18	0
Additional conditions:		
Whitegates is registered to provide accommodation and personal care to a maximum of 18 people whose primary care needs fall within the following category:- Learning Disability (LD) 18		

Date of last inspection								
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Brief description of the care home
Whitegates Care Home offers support to 18 younger adults with learning disabilities and or a diagnosis of an autistic spectrum disorder. It is situated in a residential area, south of Worksop town centre. Twelve residents live in the main house, which is set in large enclosed grounds off the main road. Five other residents live in a smaller terrace style property nearby and an adjacent flat is available for one other person. Neither house is accessible for residents with physical disabilities. Car parking is available at both properties.

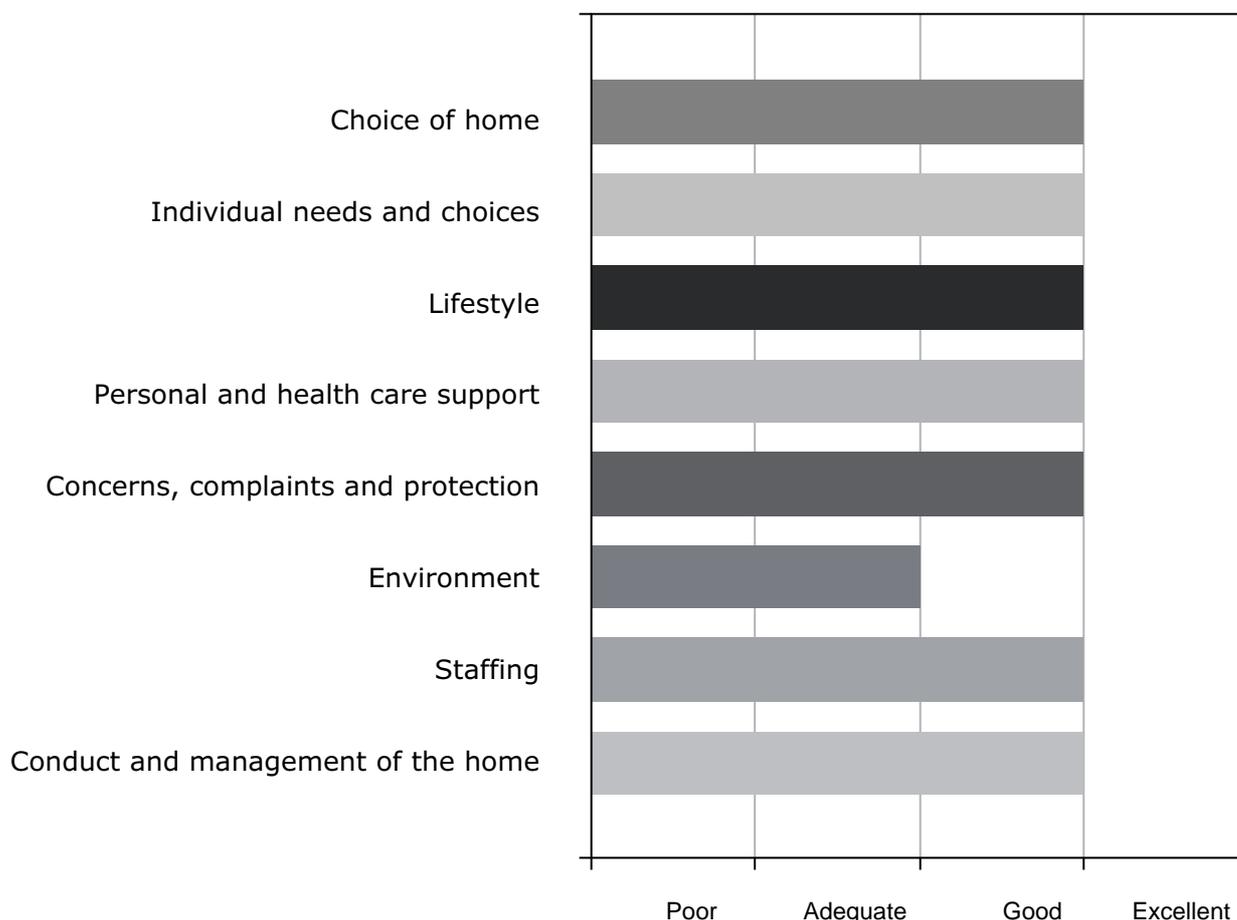
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

The focus of inspections carried out by CSCI (Commission for Social Care Inspection) is on the experiences and outcomes for people using a service, and their views on the service provided. This process assesses how well the service provider is able to meet regulations and minimum standards of practice. Our inspections also look at aspects of service provision which need further development or improvement.

This was our first visit to Whitegates since a key inspection took place on January 25 2007. This inspection visit involved one inspector, it was unannounced and took place in the daytime.

Before the visit an analysis of the service was carried out from information gathered over the last year, including that from the Annual Quality Assurance Assessment completed by the manager. We also sent out survey forms called 'Have Your Say

About...' to people who use the service.

The main method of gathering information followed is known as "case tracking". This involves looking at the quality of the care received by a number of people who use the service. We also use evidence from our observations during the visit, we speak with people using the service and their relatives. We look at records and talk with staff about their understanding of the needs of the people they care for.

What the care home does well:

The home's information booklet is being improved to make sure it is easy to read, that it is in large print and in pictures. It has a range of useful information about the home, to help people and their relatives decide if this is the home for them.

Policies and procedures are in place to make sure that home can meet the individual needs of anyone looking to live there. The home works closely with people and their families and those already involved in the support being provided.

Relatives receive the information they need about the home to help them make their decisions. People living at the home told us that they had wanted to move there, and that they received enough information to help them make the right decision.

Each person has a written agreement with the home and they are being updated.

Staff do all they can to make sure people get specialist medical support, so that needs are met.

Complaints procedures are in place which are understood by people living at the home, their families and the staff who support them.

The home offers a clean, hygienic and homely environment for the people living there.

The manager makes sure that everyone with an interest in the home has a say in how it is run and any plans made for the service.

What has improved since the last inspection?

Since the last inspection care plans now show all the areas of care and support that are provided. People and their families sign these plans if they so wish.

A record is kept at the home showing all the checks that have been made before staff start work.

Repairs that were needed to a window in the music room at Whitegates have been made.

The manager has demonstrated that staff receive regular supervision and support.

The senior manager who carries out the monthly visits now uses CSCI guidance to make sure that the correct checks are made and reported on.

What they could do better:

The refurbishment programme at Whitegates should continue to ensure that further improvements are made to the environment.

The manager should make an application to be registered with the commission.

If you want to know what action the person responsible for this care home is taking

following this report, you can contact them using the details set out on page 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line –0870 240 7535.

Details of our findings

Contents

Choice of home (standards 1 - 5)

Individual needs and choices (standards 6-10)

Lifestyle (standards 11 - 17)

Personal and health care support (standards 18 - 21)

Concerns, complaints and protection (standards 22 - 23)

Environment (standards 24 - 30)

Staffing (standards 31 - 36)

Conduct and management of the home (standards 37 - 43)

Outstanding statutory requirements

Requirements and recommendations from this inspection

Choice of home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them, what they hope for and want to achieve, and the support they need.

People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between the person and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People's needs are identified in an assessment before they move into the home. People and their families have the information they need, to help them decide if this is the home for them.

Evidence:

During the inspection visit the home's information booklet was seen. The manager said that this was being developed and is going to be produced in a more accessible, large print and pictorial format. It contains a range of useful information about the home, to help people and their relatives decide if this is the home for them.

In the Annual Quality Assurance Assessment (AQAA), the paperwork completed by the manager before the key inspection takes place, the manager confirmed that procedures are in place to follow, to ensure that home can meet the individual needs of anyone looking to live there. The manager told us that the service also liaises with people and their families and those already involved in the support being provided. The manager and staff said that people are invited for a visit and a meal to help them decide if it is the right setting for them.

Evidence:

Three relatives told us they received enough information about the home to help them make their decision. Two people living at the home told us that they had wanted to move into the home and both received enough information about the home to help them make the right decision before they moved in.

The temporary manager stated that each person living at the home has a written contract or a statement of terms and conditions, and some of these were in the process of being updated. This was confirmed by evidence seen in case files during the inspection visit.

Individual needs and choices

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People's needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.

People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People have their assessed needs reflected in individualised care plans and risk assessments, which are in the process of being reviewed.

Evidence:

Before the inspection visit took place we saw that a requirement had been met in relation to the need for care plans to identify all areas of care and support needed, and to provide good guidance to staff as to how care and support should be delivered. This needed to include the arrangements for giving personal care. During this inspection we found that these improvements had been achieved. Staff spoken with showed good knowledge of the people they support and their individual needs and preferences.

In addition a recommendation had been made that people and those supporting them should sign the care plan, to show that they agree with the planned care. We found that this had been followed up and staff said they would make a record if a person or their family preferred not to sign their care plans.

Evidence:

In the AQAA the manager told us that, "Service users benefit from having detailed care plans that reflect assessed needs and risk." The care plans in place for three people were seen.

For one person the support plan in place was holistic, person centred, and signed by the individual himself and his family. It had been regularly reviewed. The manager explained that the home was making a proactive response and is obtaining specialist input to meet this person's changing needs and circumstances as he becomes more independent. The care plans seen for two other people were detailed, individual to them and not like any other care plan.

The relatives of three people living at the home told us that the home always meets the needs of their relative. In addition they said that the home helps the person keep in touch with them.

Some of the people living at the home have communication needs and therefore they express their preferences through facial expressions and other non verbal ways. During the inspection visit observations of positive interactions were made between staff and people.

The risk assessments of three people were also seen which staff explained are currently under review. They set out the identified risks and the measures in place to minimise those risks.

Staff were observed during the inspection visit, storing confidential information in locked filing cabinets or locked offices, in line with the Data Protection Act (1998). Staff were also seen ensuring that the door to the office was closed when they were making phone calls to ensure that confidentiality is maintained and respected.

Lifestyle

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They can take part in activities that are appropriate to their age and culture and are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives and the home supports them to have appropriate personal, family and sexual relationships. People are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. Their dignity and rights are respected in their daily life. People have healthy, well-presented meals and snacks, at a time and place to suit them.

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People living at the home enjoy positive relationships with family and friends and they have access to transport to enable them to engage in meaningful activities both at home and in the community.

Evidence:

It was noted from the records kept and what relatives and staff said, that people living at the home enjoy personal and family relationships. Staff told us that they do all they can to encourage people to maintain contact with family and friends. Relatives said that the service supports people in the life they choose.

On the day of the inspection visit a number of people were out at a day service. Others were spending time at home or going out into the community with staff support. Staff spoken with and the management of the home said that they provide

Evidence:

support with developing daily living skills, they help with welfare benefits, and offer any support that will help people to live as independently as possible.

The manager had also told us in the AQAA that the team supports people to access chosen day services and the community on a regular basis. "Service users are encouraged to choose when they want to be alone or in company and when not to join in an activity." Regular activities are enjoyed by people living there. Staff said that they record the activities which people take part in, and we saw records to confirm this. We saw that the home has employed a qualified aromatherapist who provides weekly sessions for people with individualised programmes.

During discussion the temporary manager and staff told us that shift planning is managed in a way that means people can be accompanied when they go out into the community. They said that people like to go for a pub lunch or to the park and that there are drivers on the staff team.

Positive interactions were noted at various times between staff and people living at the home. Staff were observed knocking on people's doors, to respect for their privacy. People were seen helping themselves to a drink and watching television or listening to music, on their return home from the day service.

During the visit there was an opportunity to observe people having dinner with support from staff. The food looked wholesome and appealing. There was evidence in case records that nutritional assessments are carried out to determine individual needs that are to be met, and regular records are maintained of people's weight. Staff said that they work closely with workers in other agencies to ensure that people's individual needs are met.

Personal and health care support

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it in a safe way.

If people are approaching the end of their life, the care home will respect their choices and help them to feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Staff ensure that they obtain specialist medical input in people's best interests, to ensure that their health needs are met. Medication is managed safely by competent staff.

Evidence:

Observations during the inspection of the home have shown us that staff offer personal care to people in a way that is in line with their wishes and preferences. Before this inspection the manager told us in the AQAA that staff support people with respect and dignity and they ensure that their health needs are met. During the inspection visit the case files of three people were seen, which confirmed this. For one person detailed recording was seen, showing us that reviews take place regularly, so that all the professionals involved may discuss and agree a way forward for their care and support.

We also saw that for another person living at the home, staff have ensured that they work closely with and obtain specialist support from a psychologist, psychiatrist, and the social worker involved.

Evidence:

There was evidence to show us in detailed records that the health needs of people are met. For example we saw the records made for one individual, in which routine and specialist medical appointments had been recorded.

Three relatives told us that they are always kept up to date with important health issues affecting their relative. They said that the support and care that is provided is what they had agreed when their relative moved in.

One person who gets support said, "It's brilliant, I am really happy to be here. I'm independent and I can do as I wish."

Before the inspection the manager had told us in the AQAA that, ""We employ a consultant psychiatrist to review medication and the health needs of all service users quarterly." The manager also said that there was a plan to provide medication training for staff through the pharmacist involved. During the inspection visit we found that medication records were completed well. The stocks of medication were also examined and found to be appropriately stored and in good order. Staff said stock balance checks are carried out once a month and this was confirmed by the records that had been made by staff.

During the inspection visit staff told us that policies and procedures are being reviewed by senior managers and that lots of positive developments are taking place within the organisation. We found that the medication policy had been reviewed in February 2009.

Concerns, complaints and protection

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

If people have concerns with their care, they or people close to them, know how to complain. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Complaints procedures are in place which are understood by people living at the home, their families and the staff who support them. Safeguarding training is provided to staff and regularly updated.

Evidence:

The complaints procedure was seen at the home which had been written in a pictorial format. The complaints record was seen during the inspection visit. We saw that concerns had been raised. In the AQAA the manager told us that people "are supported and valued to ensure their views and opinions are listened to and acted on."

Two people living at the home told us that they know who to speak to if they are unhappy, and that they always know how to make a complaint. Added to this relatives confirmed that they know how to raise concerns.

Staff spoken with during the inspection visit confirmed that they know what to do if concerns are raised with them by a person living at the home, or by relative, advocate or friend.

We saw during the inspection visit that a safeguarding policy and procedure is in place. During discussion the manager confirmed that no safeguarding alerts had been made since the last inspection and that no safeguarding incidents have arisen.

Evidence:

Staff spoken with demonstrated their awareness of their safeguarding responsibilities. They said that they had received training, but they were unclear if all staff have had updates. At the last inspection a requirement had been made for safeguarding training and annual updates to be provided to the staff team. The manager had told us in the AQAA that staff were receiving training in order to be aware of expectations on the organisation's safeguarding procedure. "Staff have received refresher training courses in relation to Safeguarding Adults."

Staff showed us in discussion that they understand their responsibilities in relation to helping people stay safe. Training records seen showed us evidence that this training had taken place.

Environment

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People stay in a safe and well-maintained home that is homely, clean, comfortable, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it. People have enough privacy when using toilets and bathrooms.

This is what people staying in this care home experience:

Judgement:

People using this service experience **adequate** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The home offers a clean and hygienic environment for the people living there. Ongoing maintenance and redecoration is being addressed by the management of the home.

Evidence:

In the AQAA the manager told us that, "People at the home live in a clean, comfortable and homely environment." During the inspection visit we found that the accommodation was clean, tidy and comfortable.

A visit was made to the houses at Park Place. We found that they are in good state of repair with a homely atmosphere. People told us that they like their home, "I feel safe and I really like it here. Staff are really nice, nice staff." Relatives spoken with happy with the accommodation provided there.

A visit was also made to the home at Whitegates where the manager provided a tour of the home. We found that a refurbishment programme is underway to improve the environment even further. The manager explained the plans he has to use space well and develop self contained facilities for people to live as independently as possible. We saw that areas of the home are in need of redecoration.

At the previous inspection we found that the window frame in the music room was

Evidence:

rotten in some areas, that it was in need of repair or replacement. Also the wall the surrounding it showed signs of damp and flaking paint. We saw that this has now been replaced and the necessary repairs have been carried out.

In the AQAA the manager had said that, "All bedrooms are personalised to reflect individual service users' tastes. Communal areas are well maintained and the furniture has been purchased to be specifically hard wearing and durable with the implication of the nature of challenging behavior displayed."

During the inspection visit, most of the bedrooms in the house were seen. They were clean, tidy and personalised - with photographs, and other personal belongings. People living at the home told us that the home is always kept clean and fresh.

Staffing

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have safe and appropriate support as there are enough competent, qualified staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable. People's needs are met and they are supported because staff get the right training, supervision and support they need from their managers.

People are supported by an effective staff team who understand and do what is expected of them.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

Staffing levels are adequate and staff receive training that is relevant to their work. This will help ensure that people receive the best possible care and that their needs are met.

Evidence:

During the inspection visit the training matrix was seen. We found that 50% of staff have achieved an NVQ (National Vocational Qualification) Level 2. The manager explained that some staff have been promoted and left the home and this has reduced the ratio. Staff said that they are encouraged to undertake their NVQ studies as soon as possible.

We found from the training records seen and from what the manager and staff told us that staff receive the mandatory and specialist training that is relevant to their work.

In addition the manager reflected in the AQAA that shift planning arrangements take account of meeting the needs of people living at the home, for example for staff to accompany people to medical appointments, to offer support with activity days and during holidays.

Staff spoken with told us that there are enough staff to meet individual support needs

Evidence:

of people and to complete the necessary records. The rotas were seen during the inspection visit and the temporary manager and staff on duty were spoken with regarding staffing arrangements.

At the previous inspection we asked the manager to ensure that there is time to make sure that it can be demonstrated that staff have received regular supervision and support. Since that time a new manager has started to work at the home. In the AQAA he told us that, "A well supported, well trained fully supervised and committed staff team support service users."

The manager and staff spoken with during this inspection visit confirmed that they have regular supervision and opportunities to discuss any issues which arise outside of these meetings. They said they feel supported and that there is always someone they can approach for guidance.

A recommendation was made at the last key inspection that all essential records are kept at the home relating to the recruitment of staff. This includes details of a satisfactory CRB (Criminal Records Bureau) check. We found evidence that this recommendation had been met.

The recruitment files of three staff were seen and discussion took place with staff who work in the service. Evidence was seen that all the necessary checks had been made before the staff started work and for each person there was a clearly defined job description setting out their roles and responsibilities.

Conduct and management of the home

These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:

People have confidence in the care home because it is run and managed appropriately. People's opinions are central to how the home develops and reviews their practice, as the home has appropriate ways of making sure they continue to get things right. The environment is safe for people and staff because health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately, with an open approach that makes them feel valued and respected. They are safeguarded because the home follows clear financial and accounting procedures, keeps records appropriately and makes sure staff understand the way things should be done.

This is what people staying in this care home experience:

Judgement:

People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

The health, safety and welfare of people living at the home is protected by action taken by management and staff at the home. Quality assurance activities at the home have been put into practice.

Evidence:

The manager told us in the AQAA that he is planning to make an application for registration with CSCI (Commission for Social Care Inspection) and has completed NVQ (National Vocational Qualification) Level 3 in management and the Registered Manager's Award. The manager said that he is now working towards a Level 4 qualification.

There was evidence that team meetings are planned and take place. Staff said that they receive regular supervision and that there is an inclusive atmosphere amongst management and the team.

We found during this inspection visit that there is a system for obtaining the views of

Evidence:

everyone who has an interest in the service, to make sure they are happy with the way it operates. This includes a "Quality Network Group", which involves families and outside professionals in the direction of the service. Various organisational policies were seen. They were found to be up to date and accessible to staff. At the last inspection a recommendation was made that the content of the provider's report following monthly visits is reviewed, to make sure that all essential subjects are covered during the visit and are reflected in the report. During discussion with the manager and from documentation seen during the inspection, we found that improvements in this area have been achieved. The manager who carries out the visits now consults the KLORA (Key lines of regulatory assessment). This is a tool used by CSCI to help inspectors reach judgments about the service provided.

The manager confirmed during discussion what was reflected in the AQAA, that health & safety checks are undertaken by staff at the home. A number of records were seen during the inspection visit which demonstrated that these checks are being made and recorded, so that people live in a safe and comfortable environment.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Care Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
1	24	23	<p>Ongoing maintenance, refurbishment and redecoration must continue to be addressed by the management of the home.</p> <p>This will ensure that people living in a comfortable, safe and well maintained environment.</p>	28/05/2010

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations
1	37	The temporary manager should make an application to become registered with the commission. This will ensure that appropriate arrangements are in place for the stability and conduct of the home.

Helpline:

Telephone: 03000 616161 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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