

## Key inspection report

### Care homes for adults (18-65 years)

<b>Name:</b>	Beaumont Court
<b>Address:</b>	West Road Prudhoe Northumberland NE42 6RQ

<b>The quality rating for this care home is:</b>	two star good service
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A quality rating is our assessment of how well a care home 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 full review a 'key' inspection.

<b>Lead inspector:</b>	<b>Date:</b>
Karena Reed	0 3 0 9 2 0 0 9

This is a review of quality of outcomes that people experience in this care home. We believe high quality care should

- Be safe
- Have the right outcomes, including clinical outcomes
- Be a good experience for the people that use it
- Help prevent illness, and promote healthy, independent living
- Be available to those who need it when they need it.

The first part of the review gives the overall quality rating for the care home:

- 3 stars - excellent
- 2 stars - good
- 1 star - adequate
- 0 star - poor

There is also a bar chart that gives a quick way of seeing the quality of care that the home provides under key areas that matter to people.

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.

We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

Copies of the National Minimum Standards – Care Homes for Adults (18-65 years) can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

The mission of the Care Quality Commission is to make care better for people by:

- Regulating health and adult social care services to ensure quality and safety standards, drive improvement and stamp out bad practice
- Protecting the rights of people who use services, particularly the most vulnerable and those detained under the Mental Health Act 1983
- Providing accessible, trustworthy information on the quality of care and services so people can make better decisions about their care and so that commissioners and providers of services can improve services.
- Providing independent public accountability on how commissioners and providers of services are improving the quality of care and providing value for money.

## Reader Information

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## Information about the care home

Name of care home:	Beaumont Court
Address:	West Road Prudhoe Northumberland NE42 6RQ
Telephone number:	01661831085
Fax number:	01661831085
Email address:	BeaumontCourt@athome.uk.net
Provider web address:	

Name of registered provider(s):	At Home in the Community
Type of registration:	care home
Number of places registered:	8

Conditions of registration:								
Category(ies) :	Number of places (if applicable):							
	Under 65	Over 65						
learning disability	8	0						
Additional conditions:								
The maximum number of services users who can be accommodated is: 8								
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 category: Learning Disability, Code LD, maximum number of places 8								
Date of last inspection	1	7	1	0	2	0	0	8

Brief description of the care home
Beaumont Court is a purpose built, spacious home situated in a residential area in the centre of Prudhoe. The building is run as two units and is registered to provide personal care to eight adults with learning disabilities, seven who are under the age of sixty-five years and one person who is over 65 years of age. Nursing care is not provided. The accommodation is well decorated and maintained. The house is close to the town centre, rural Northumberland and the Metro shopping centre is within easy travelling distance. The home has its own transport. Each person has their own bedroom and they share communal areas, which includes a kitchen/dining room and a lounge on each unit. One of the ground floor rooms is an office and bedroom for staff on sleepover duty. Residents have access to a large garden. The premises have not

#### Brief description of the care home

been adapted to be suitable for people who are physically dependent, although two bedrooms are available on the ground floor for the use of people living at the home. Beaumont Court is part of the residential services provided by the voluntary organization At Home in the Community. A Statement of Purpose and service user guide are available for prospective residents and their relatives to give them information about the services provided by the home and the relevant charges. Fees payable for living at the home at the time of inspection in September 2009 vary between 785.91 and 1,164 pounds per week.

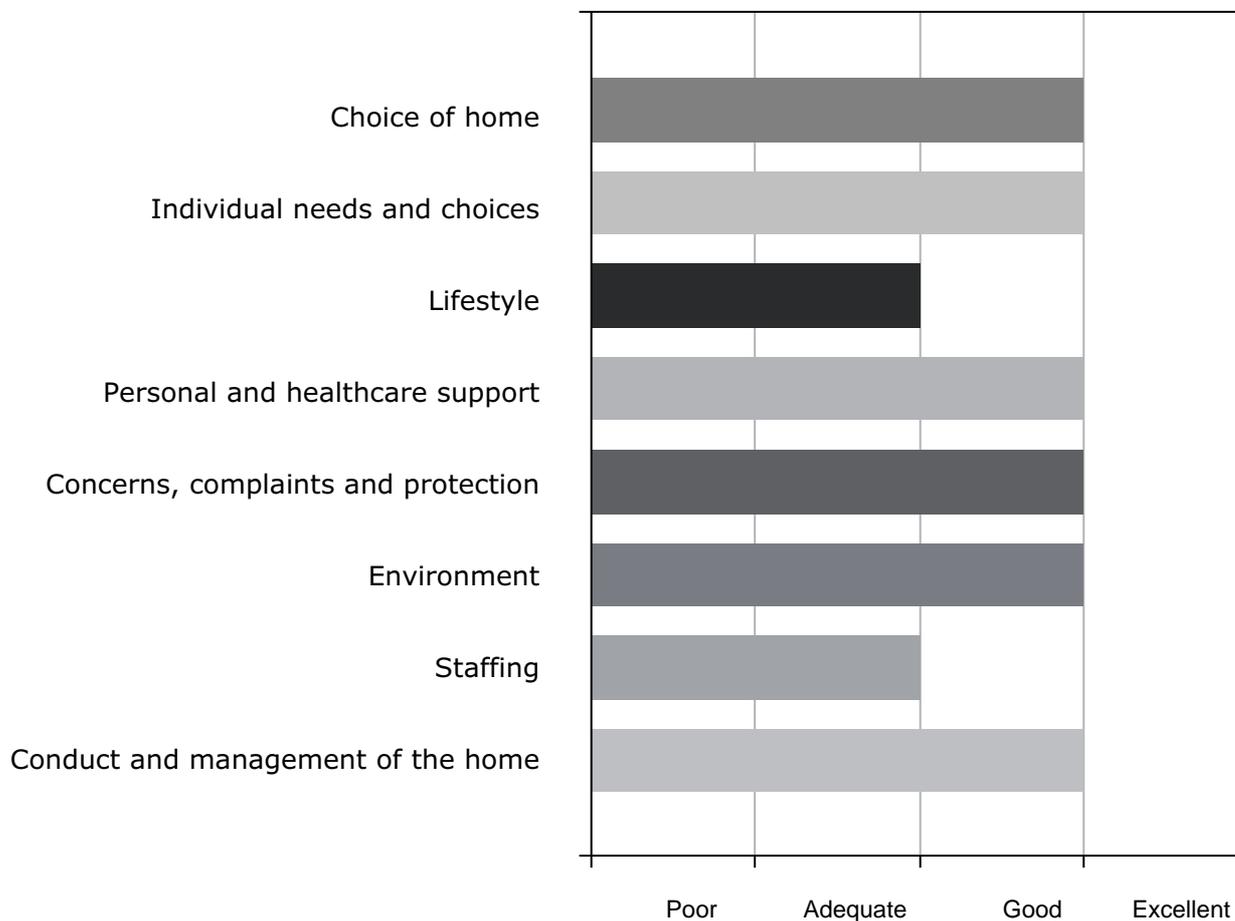
## Summary

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 quality rating for this service is 2 star. This means that the people who use the service experience good quality outcomes.

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations, but only when it is considered that people who use services are not being put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken. How the inspection was carried out:

Before the visit we looked at information we have received since the last visit, how the service dealt with any complaints and concerns since the last visit, any changes to how the home is run, the provider's view of how well they care for people and the views of people who use the service and their relatives, staff and other professionals.

The Visit:an unannounced visit was made on 3rd September 2009.

During the visit we talked with people who use the service and staff,looked at information about the people who use the service and how well their needs are met,looked at other records which must be kept,checked that staff had the knowledge, skills and training to meet the needs of the people they care for,looked around parts of the building to make sure it was clean, safe and comfortable and checked what improvements had been made since the last visit.

We told the person in charge what we found.

### **What the care home does well:**

The home supports people to have interesting lives. People who live at the home have a holiday every year.

People can take as long as they need to decide if they want to live in the house.

People are asked about what they need and a lot of information is collected before people move in to make sure their needs can be met.

The house is clean and the back garden is tidy and well maintained.

Staff help people keep in touch with their families.

### **What has improved since the last inspection?**

The lounges have been decorated.

Some bedrooms have been decorated.

Furniture has been replaced in some bedrooms.

There is new garden furniture.

There is a good level of staff training to help staff to understand the needs of the people living at the home.

### **What they could do better:**

Advice should be taken from the appropriate health professionals before using behavioral modification and techniques with people in the home.

Staffing levels should be reviewed to ensure all the needs of people living at the home are met flexibly.

The manager should become registered to be responsible for the day to day running of the home.

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 on page 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order line 0870 240 7535.

## Details of our findings

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## 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.

There are good arrangements in place to ensure that the home can meet the needs of people living there. Information about the home is, easy to understand, for people living there and their relatives to help them make an informed choice about the home.

Evidence:

The Statement of Purpose and service user guide were examined. The statement of purpose is a pre-printed document which requires the provider to input individual information about the service. It contained the necessary information as required by the Care Homes Regulations 2001. The documents contain a lot of important information that will help people to make an informed choice about the home.

Records for three people who live at the home showed that when they were admitted to Beaumont Court an assessment of their care needs had been carried out before their admission by a social worker or health care professional. This assessment is forwarded to the home for the manager to look at to determine if the needs of the person can be met. The manager or senior staff carry out a pre-admission assessment to ensure that the staff can meet each individual's needs. The person living at the

Evidence:

home and relevant people are involved in the assessment. These initial assessments are used to create care plans. Any person interested or needing to use the service or relatives are encouraged to visit the home to have a look round and meet the staff. People have the opportunity to visit the home as often as they need in order to decide if they want to live there. A person who is thinking about living at the home may come for meals, have overnight stays and be introduced to other people who live at the home at a pace suitable to the individual.

People living at the home commented:

"My parents were given information and looked around before I moved in."

"My parents and care manager helped me decide."

## 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.

There are good arrangements in place to ensure that people's care and support needs are recorded and to ensure that they are involved in decision making in their lives.

Evidence:

There are detailed assessments in the care plans of people living at the home . Staff are allocated responsibility for a small number of people and are known as their key worker. The key worker together with the person is responsible for up dating the care plan at least two monthly or sooner if the person's needs change. Care plans are person centred, a new format is being introduced, staff will receive training about the new care planning system. Care plans show the amount of support that is required to assist the service user in certain areas. The tasks are broken down to give new staff clear instructions about the amount of care and support that is required to assist the resident to become more independent.

People living at the home are asked individually and consulted about decisions involving themselves and the running of the home. Meetings are held regularly about

Evidence:

the running of the home, choice of food, activities and outings. The staff use a magnetic menu board to display the day's menu, it shows photographs of meals and food available so people can make a choice about what they want to eat.

The home supports people living at the to remain independent and take risks in order to live a more fulfilled lifestyle and up to date risk assessments were present in people's care records. A new risk assessment format is also being introduced and some staff have received training about the new risk assessment framework.

Staff commented:

"The home cares for the people who live there and tries where possible to meet their individual needs."

People's care records all contained statements of confidentiality to remind staff what information could or could not be disclosed about a resident.

## 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 **adequate** 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 have access to a variety of activities which helps them to enjoy quite a good quality of life. They are also supported to keep in touch with their families.

Evidence:

Service users' records and meeting minutes provided evidence that all people living at the home are consulted and asked their opinion and encouraged to make decisions. Conversation with people living at the home and staff show that they are provided with the necessary levels of support to help them maintain some level of independence and retain some skills to be more self sufficient in aspects of everyday living. People attend some day services if they wish to on a part time basis if they haven't retired and some attend a club in the evening. People living at the home are encouraged to pursue their own interests and hobbies and are supported to do so. These include hydrotherapy, Weight Watchers, swimming, listening to music, shopping,

## Evidence:

art, cookery, bowling, snoezellen. People living at the home also enjoy meals out at local pubs, shopping, picnics, watching television, barbecues, theatre trips, cinema, pop concerts and whatever is of interest to the person living at the home. They are supported to individually holiday in this country or abroad with the support of staff to places such as Blackpool, Whitby, Scotland and London or where ever the person may choose. The home has the use of a minibus so people have the opportunity to go out for days to the nearby Metrocentre, the coast and the the country side and to be part of the local community, service users also have bus passes so they may travel and become more independent.

## Staff commented:

"The home is near to all local facilities. Service users are encouraged to access daytime and evening activities. They are supported to access day services and holidays, both in the UK and abroad."

## Comments returned from people living in the home included:

"I go on holiday."

"I swim. I like my home, I choose the colours for the house."

"As another wheelchair user lives at the home there are not as many outings."

"Staff levels and management make decisions on outings."

"I am in the home most days and I tell staff what I want to do."

"Sometimes as I need someone to push my wheelchair I have to wait at weekends to see what other people are doing."

Within the home residents bedrooms are equipped with their own televisions, radios, books, pictures and whatever is of interest to the resident. One person said: "My bedroom is nice." Residents care plans and case records detail any family involvement. Conversation with a resident and staff also provided evidence that people living at the home are encouraged to maintain contact with family and friends, if they wish to do so, with staff providing any support that may be required. One person commented; "I go to my parents every two weeks."

People living at the home are asked individually what they wish to eat each day. A

Evidence:

light snack is available at lunch times and a larger cooked meal is served in the evening. On the day of inspection vegetable soup and bread were available for lunch and pasta bake and pudding were to be served for the evening meal. Service users have access to the kitchen to help prepare snacks and drinks with support if they wish. People also enjoy meals out sometimes at lunch time whilst out shopping.

## Personal and healthcare 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.

There are mostly good arrangements in place to ensure that the health and personal care needs of people living at the home are met.

#### Evidence:

Three care plans and case records were inspected. The daily records detailed the care and support required for different needs. They reflected the changing needs of service users as they became more dependent due to age or illness. The home for the most part respects the wishes of an individual when dealing with their increased dependency. Some staff meeting minutes highlighted that sufficient staff may not always be available to assist with the personal care needs of an individual if other service users were going out and that person remained at home. Most service users need maximum help with personal care tasks, such as bathing and dressing. Comments include: "the staff care for the people who live at the home and try where possible to meet their individual needs."

Records showed when people had seen health professionals e.g doctors, community nurses, psychiatrists, psychologists.

Evidence:

People living at the home are referred for specialist health care if appropriate. A care record showed that sanctions were used for one person using confiscation, this could be interpreted as punishment and restriction to the individual, this plan of action had been devised without the involvement of an appropriate specialist to give advice to staff at the home. Records also showed when people had seen opticians and dentists.

Staff who have completed training administer medication. A sample of medication records was examined and they were found to be in order. Clear directions were recorded and each dose of medication was signed for, or a code entered to verify the reason not given. No resident administers their own medication currently. A system could be put in place to oversee the medication of residents if they were able to retain and administer their own medication.

## 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.

There is a clear complaints procedure and systems are in place to protect people living at the home from abuse.

Evidence:

There is a complaints procedure that includes what complainants should do if they are not happy with the homes investigation and response it includes how to complain as required by the Care Home Regulations 2001. A localized procedure is available and written in a way that ensures residents understand its contents.

The home keeps a record of complaints. No complaints have been received since the last inspection.

The home has a Whistle Blowing policy and the Organization's safeguarding vulnerable adults procedures.

Staff receive training about safe guarding vulnerable adults.

Residents can deposit money for safe keeping in the home's safe and records are kept of accounts.

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

The home provides a comfortable and safe environment for those living there and all areas are well maintained, clean, tidy and free from offensive odours.

Evidence:

There is a programme of redecoration and improvement around the home. Since the last inspection two lounges have been decorated in the houses, some bedrooms have been decorated and some bedroom furniture has been replaced. The garden is well cultivated and new garden furniture has been bought.

The home was clean, well decorated and well maintained.

The home has a lounge and kitchen, diner combined.

People living in the home can see visitors in private in their own rooms. Furnishings and fittings were domestic in design and in good condition.

Lighting was bright and domestic in design.

The bedrooms of people living at the home were comfortable, well decorated and personalized according to individual taste.

Evidence:

There was emergency lighting throughout the home.

The home was clean and free from offensive odours.

Comments include:

"There is a good clean environment near to all local facilities ensures service users have access to daytime and evening social activities."

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

There are just adequate staffing numbers for the current needs of the people living in the home but they do not allow for flexible service provision.

Evidence:

Examination of staff rosters and discussion with the person in charge showed that the numbers of staff are as follows:

9:00am- 4:00pm 3 staff members

4:00pm-10:00pm 3 staff members

11:00pm- 7:00am 1 sleep in staff member.

These numbers do not include the manager. Staff members carry out cooking and cleaning duties. Staff stated that they enjoyed working in the home and were observed to be kind, caring and respectful to people living in the home. As previously mentioned these staffing levels do not currently allow for flexibility e.g when two people who use wheelchairs wish to go out at the same time. They are also barely adequate to meet the personal and social care needs of all the people living in the

Evidence:

home due to the increased levels of physical dependency of one of the service users.

There is a good level of staff training. 14 staff members have achieved National Vocational Qualifications at levels 2 and 7 support workers have achieved or are studying for an NVQ at level 3. Staff and their records showed that they also receive training or advice in other areas such as equality and diversity, infection control, food hygiene, fire safety, moving and handling, person centred planning, safe handling of medication, safe guarding adults training, understanding the role of professional boundaries, epilepsy awareness, Makaton, risk assessment, autism, challenging behaviour, and mental health, dementia care. Management training includes recruitment and selection, dealing with disciplinaries, supervision and appraisal and training the trainer.

Staff comments include:

"Beaumont Court is a good place to work. Training programmes are always in place."

"As fairly new member to the home I have found staff very approachable if I have any concerns. I have found the clients are happy and well looked after."

"What I have seen looks very promising."

"We attend training courses on a regular basis to ensure our knowledge is kept up to date."

Staff receive regular supervision.

## 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.

Management systems are in place to ensure the smooth running of the home and to ensure the safety of the people living there.

Evidence:

The manager, Pauline Welsh, has become the manager for the service, she has the relevant qualifications but she has not yet applied to be registered for the day to day running of the home. She has several years experience of working with adults with learning disabilities.

The manager is creating a staff team to work within Beaumont Court. Discussion took place outside of the inspection with the general manager of the organization about the importance of communication with staff to help them understand why systems change and to keep staff alongside as the organization undergoes change for the better running of the service.

Documents detailing fire safety, risk assessments in the environment, water temperatures and maintenance contracts for equipment were up to date.

Evidence:

Staff training relating to health and safety was up to date.

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

### 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	13	Staffing levels should be kept under review so all people living in the home have the opportunity to go out into the community when they wish to rather than wheelchair users having to take turns to leave the house.
2	18	Staffing levels should be revised to ensure the dignity of people living at the home at all times.
3	19	Advice should be taken from the appropriate professionals regarding the use of behavior modification techniques.
4	37	The manager should apply for registration with the regulatory authority to become registered for the day to day running of the home.

## Helpline:

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

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