

Key inspection report

Care homes for older people

Name:	Haversham House
Address:	Longton Road Trentham Stoke-on-Trent Staffordshire ST4 8JD

The quality rating for this care home is:

three star excellent service

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.

Lead inspector:	Date:
Yvonne Allen	3 0 1 1 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 Older People 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 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:	Haversham House
Address:	Longton Road Trentham Stoke-on-Trent Staffordshire ST4 8JD
Telephone number:	01782643676
Fax number:	01782643674
Email address:	havershamhouse@hotmail.co.uk
Provider web address:	

Name of registered provider(s):	Haversham House Limited
Type of registration:	care home
Number of places registered:	46

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	10	28
mental disorder, excluding learning disability or dementia	5	10
old age, not falling within any other category	0	46
physical disability	0	10

Additional conditions:

The maximum number of service users who can be accommodated is: 46.

The registered person may provide the following categories 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: - Old age, not falling within any other category - Code OP - Dementia - Code DE - Mental Disorder excluding learning Disabilities - Code MD (maximum number 10. Minimum age 55).

Date of last inspection

Brief description of the care home

Haversham House is a private residential care home registered for up to 43 older people, some of whom may be mentally frail or physically frail.

Brief description of the care home

The home has a specialist Elderly Mentally Infirm (EMI) unit on the first floor, which can accommodate up to eight residents, while the remaining residents, who have mixed dependency needs, occupy the ground floor communal areas that have been significantly improved during the past couple of years.

In total there are 41 single and 1 shared bedroom, which was being used for single occupancy. Following the completion of the extension, the home now provides 10 of the single bedrooms with an en suite and the double bedroom is also equipped with an en suite. Further improvements have included the extension of the dining room, the provision of a walk in shower room in the extension, an additional bath hoist in a former domestic bathroom and the relocation of the laundry room.

The home was undergoing further renovations and development of the communal areas at the time of this inspection visit.

Haversham House is located off the busy Longton Road in Trentham and as such provides good access to a wide range of community resources. The property provides an attractive and well maintained appearance with good car parking facilities. The large open plan lounge on the ground floor leads to a patio and enclosed garden.

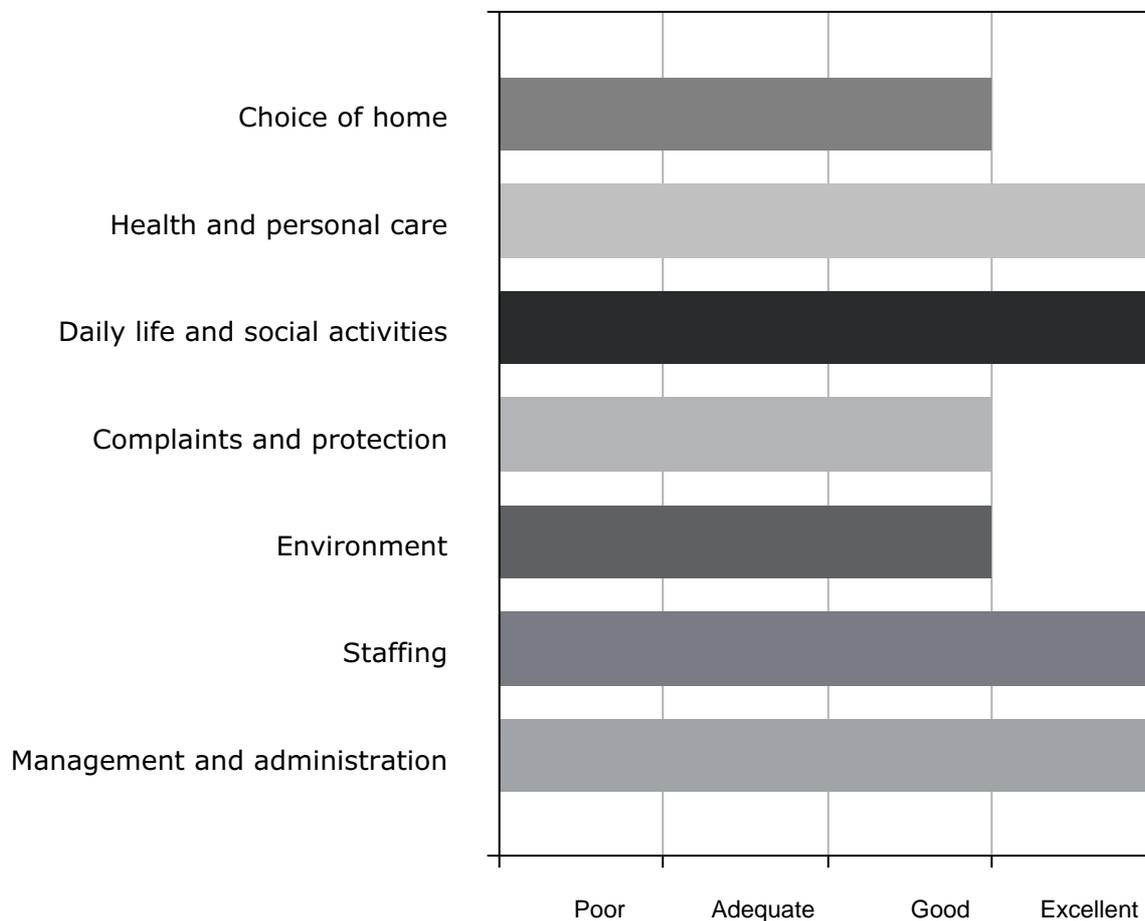
Summary

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

The quality rating for this care home is:

three star excellent service

Our judgement for each outcome:



How we did our inspection:

The overall quality rating for this service is 3 stars. This means that the people living at the home experience EXCELLENT quality outcomes.

This unannounced Key inspection visit took place over one day and was undertaken by one inspector. The inspection process was commenced several weeks prior to the visit and included surveys completed by people who live at the home and staff who work there.

All of the Key minimum standards were assessed and for each outcome a judgment has been made, based on the evidence we gathered. These judgments tell us what it is like to live at the home.

Prior to this inspection visit the service had completed a self-assessment tool, which is known as the Annual Quality Assurance Assessment (AQAA). Completion of this

assessment is a legal requirement and it enables the service to undertake a self assessment, which focuses on how well outcomes are met for people living at the home. This was completed to a very good standard and gave us detailed information about the services offered.

The ways in which we gathered our evidence to make the judgments are as follows,

We looked at any information we had received about the service since the last Key inspection.

We spoke with people who live in the home.

We spoke with some of the staff who work at the home.

Discussions were held with the Registered Manager of the home.

We examined relevant records and documentation in the home.

We walked around the home and visited all communal areas and some bedrooms.

We observed staff interaction with people who live in the home.

At the end of the inspection visit we discussed our findings with the Registered Manager Janet Picken and the Proprietor Mr Morris.

What the care home does well:

This was a very positive inspection and identified that people who live in this home continue to experience excellent quality outcomes.

From the assessment process, care is planned and delivered in a person centered way and people are included in this process. Care is planned around meeting the needs of people, taking into account their choices and preferences.

People who live in the home feel that their care is delivered with dignity and respect.

Individual health care needs are assessed and monitored and there is good medical support at the home.

Activities of daily life are made flexible and varied and therapeutic activities are geared around meeting individual needs of people.

The views of people who live in this home are paramount and people have a "voice" and are listened to.

Staff provision is good, a person told us that there are "always plenty of staff around".

Staff are trained and equipped with the necessary skills to be able to understand and meet the different needs of people living in the home.

Care of people with dementia is good and the service is pro-active in ensuring that staff continue to develop their knowledge of this area.

Management of the home is very open and inclusive and people feel supported by the manager. The manager includes people who live in the home and the staff in her decision making process. She told us "I don't make many decisions about the home without asking people what they think".

What has improved since the last inspection?

The service has continued to provide excellent quality outcomes for the people who live there.

The Provider has continued with the redecoration and refurbishment programme. This has included more renovation and building work, which was on going at the time of the inspection visit.

This will improve the environment further for the people who live in the home.

What they could do better:

The details of the Care Quality Commission will need to be included in the service's complaints procedure. This will enable people to access CQC if they wish to do so.

The environment would benefit from being made more stimulating for people with dementia care needs. This could include signage and help with orientation. The manager should seek advice on the latest research into creating an environment suitable for people with dementia care needs.

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. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line 0870 240 7535.

Details of our findings

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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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. 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 them 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 have their needs assessed prior to being offered a place in the home and can be assured that their needs will be met there.

Evidence:

The service has an effective assessment process in place. People have their needs assessed prior to being offered a place in the home. The assessment process usually involves other professionals such as Social Services.

Sometimes people are admitted as an emergency admission, but never without an assessment of their needs.

People can also be admitted on a temporary basis as respite care.

The manager goes out to assess people and needs to be sure that their needs can be met by the home before she offers them a placement. She explained the importance

Evidence:

of the assessment process.

People are also encouraged to come and have a look around the home and meet other people who live there prior to making a decision.

The service provides information about the home in the form of a Service User Guide and Statement Of Purpose.

All of the people we spoke with during our visit told us that they feel that their needs are being met at the home -

A visitor said - "I did a survey of homes before I came here and was impressed with this one." "My mother is well cared for and her needs are met."

Health and personal care

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 health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they 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. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them 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 **excellent** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People can be assured that their assessed personal and health care needs will be monitored and met.

Care plans are person centered and people are included in the planning and delivery of their care.

Evidence:

Following an initial assessment of their needs, each person has a plan of care developed based on meeting these needs.

Care plans contain individual risk assessments and a plan of care to meet each identified problem. These are built around the personal preferences and choices of individuals. People choose what time they get up in the mornings, what time they go to bed, whether to have a bath or a shower and how often they want this. There is a personal profile completed for each person documented "Who am I?" This lists the preferred daily routines of the person from early morning until going to bed, and throughout the night. Each care plan we looked at had different documentation

Evidence:

relating to that particular individual. People are involved in their personal care and are encouraged to maintain as much of their Independence as possible, so plans outline how much people can do for themselves.

People also have their health care needs assessed and monitored and there is evidence of the involvement of health care professionals such as visits by the GP, district nurses, chiropodist, optician and dentist.

At the time of the visit there was one Person with a pressure ulcer and this was being effectively treated by the district nursing team. There is a special alternating pressure mattress in place for this person and examination of the daily care charts identified that staff are attentive to the person's needs, including relief of pressure and nutritional requirements.

People have their nutritional needs assessed and meals, snacks and drinks are readily available. People are also assisted to eat and drink and their nutritional intake is monitored where required.

The psychological needs of people are assessed and monitored with the involvement of the Community Psychiatric Nurse (CPN) where necessary. This helps to ensure that the needs of people with dementia are met.

Staff who work at the home receive training in many areas, including dementia care. This helps to ensure that staff are able to understand and meet peoples' needs.

The service is also supported by the practice nurse who visits the home weekly to carry out a surgery.

People are also supported to attend any out patient clinic appointments via the ambulance service. The home also has full use of its own minibus and driver for other appointments where a small charge is incurred.

The procedures for the receipt, storage, administration and disposal of medication are safe and effective. Staff who administer medication are trained to do so safely. People are able to administer their own medication if they wish to do so following a suitable risk assessment.

The manager ensures that people and/or their representatives are involved in the planning of their care.

Evidence:

We saw a notice on the notice board inviting people to become involved in their care plan development.

The manager told us "I audit the care plans regularly" and she explained that "building good relationships with people is important" and "trust is important."

The views of people are actively sought, not only on a daily basis but annually with surveys, three monthly meetings and there is also a suggestion box which is regularly reviewed.

People told us - "Oh they are very good here" and "The carers are very good" when asked if they treat people with dignity and respect - "Oh yes most definitely."

"I am very pleased with the care my mother receives. There are always plenty of staff around to help."

"I am happy with the care my husband receives."

We observed staff interaction and noted that they are respectful and attentive to the needs of people living in the home.

Daily life and social activities

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 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. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

Activities of daily life in the home are flexible and varied and adapted to meet the social and therapeutic needs of individual people.

People who live in this home have a "voice".

Evidence:

The activities of daily life in the home are made flexible and varied. This means that people are involved with planning their daily routines and their personal preferences and choices are taken into account.

The service has a planned programme of activities and entertainment and people can be as involved as they wish to with this. Alternatively, people may wish to spend more time in their own rooms with their own personal belongings, reading or watching TV.

People are encouraged to continue with any hobbies and interests they might have had prior to admission to the home. This includes trips out in the minibus to local places of interest or shopping trips.

The home also has visits from outside entertainers where everyone is welcome to

Evidence:

come and enjoy.

There is a good community spirit and support for the home and links with the local community are strong.

People were observed coming and going throughout the day and there is no restriction on visiting within reasonable hours of the day.

Representatives from Churches of all denominations visit the home regularly and services are held in the home. This helps to ensure that peoples' spiritual needs are met.

We noted that there is an open friendliness about the home where people feel included.

The manager told us - "I don't make a lot of decisions that affect the home without asking people first - people who live her and the staff"

The service employs an activities co-ordinator and at the time of the visit she was attending a training course designed specifically for people delivering activities.

The minibus driver also is involved in delivering activities and we saw him reading the daily newspaper to a group of people sitting in the lounge. The topical news was resulting in the group having a chat about it.

Other people were observed reading, watching TV and chatting to others.

Some people were enjoying their own company in the privacy of their bedroom as they wished to.

The service provides a varied and nutritious menu and we observed meals to be well presented, nutritious and with a choice of main menu.

The service also provides for special diets and preferences. Staff were aware of peoples' preferences in relation to meals and drinks.

Staff were observed to be attentive during the lunchtime meal, helping people who required assistance, to a greater or a lesser degree.

People are able to choose where they take their meals and can vary this from coming

Evidence:

down to the dining room or eating in their own room.

The service monitors the nutritional needs of people, including weighing people regularly, and where necessary meal supplements are prescribed by the GP.

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. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

People's legal rights are protected, including being able to vote in elections.

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 who live in this home can be assured that any concerns they might have will be listened to, taken seriously, and acted upon.

People are safeguarded from harm or abuse by the systems in place at the home.

Evidence:

The service has an effective complaints procedure in place which ensures that any concerns people might have about the home are taken seriously and, where necessary, acted upon.

We saw the log of complaints maintained by the manager of the home. This demonstrates that concerns and complaints are dealt with according to the service's complaints procedure.

We did note that the complaints procedure did not contain the CQC details and this will need to be included so that people have access to this.

People told us that they know how to raise concerns and that the manager is "very approachable" as are the rest of the staff.

The Manager told us "My door is always open."

Evidence:

From observations we made during the visit and discussions with people who live at the home and visitors, it was evident that people feel at ease to raise concerns and know how to do so.

The service has a policy on the Protection Of Vulnerable Adults (POVA) and Whistleblowing and the manager and staff are familiar with this.

Staff have received training in the recognition and reporting of abuse and whistleblowing.

The manager and staff have received training in relation to the Deprivation Of Liberty Safeguarding (DOLS), "I went to a seminar at Birmingham on DOLS". The manager has referred two of the people who live in the home in relation to this.

People who live in the home are also protected from harm by the robust recruitment procedure in place.

Discussions with the manager and staff identified that all the required checks are carried out on staff before they are offered employment at the home. This includes Criminal Records Bureau (CRB) and POVA checks.

A visitor told us - "I have never seen anything in here that I would be concerned about."

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, 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.

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 clean and comfortable environment for the people who live there.

The current renovations will improve the home and facilities for people, making communal areas brighter, more spacious and people will be able to access the garden area more easily.

Evidence:

At the time of the inspection visit the home was in the process of undergoing renovations which was incurring a lot of building work. However the end result was in sight and this was taking shape well with communal areas becoming more light and spacious.

We walked around the home and visited all of the communal areas and some bedrooms. The bedrooms were very well presented, adapted to meet the needs of people and personalized.

The new communal rooms seen are open, spacious, bright and leading to an enclosed garden.

We noted a pleasant dining room with tables set out to encourage enjoyable dining.

Evidence:

Beds, mattresses and furniture are replaced as part of the redecoration and refurbishment programme. The service are in the process of refurbishing all of the bathrooms and will have three shower facilities and four baths for people to use. Audits are carried out of this area.

The home complies with local safety legislation and we noted that the Fire officer had visited recently in respect of the new building work.

The Environmental Health Officer had also visited earlier in the year and the home had received a good report from this.

Aside from the building work, the home was clean and well presented throughout. This is overseen by a team of domestic staff and they should be commended on this.

The service provides for people with dementia care needs and, as such, the environment would benefit from being made more stimulating with signage and help with orientation for people. We discussed the idea of themed corridors and recognition symbols on doors to assist people with dementia. The manager should seek advice on the latest research into creating an environment suitable for people with dementia care needs.

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 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 to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

People who live in this home are cared for by staff team who are caring and attentive and are equipped with the skills and knowledge to meet their needs.

Evidence:

The service has a robust recruitment procedure in place which ensures that staff are carefully selected to work at the home.

Staff then receive a comprehensive induction training which equips them with the basic knowledge and skills they require to work at the home.

When staff have worked at the home for around three months they are encouraged to complete further training known as National Vocational Qualification (NVQ) training which gives them a qualification in Care. Over 70 per cent of the care staff who work for the service have an NVQ qualification in Care to level 2 or above. A number of care staff are also trained to NVQ level 3 so there is a good skill mix of staff provided at the home.

Staff also receive training in other areas such as dementia care, meeting of health care needs and health and safety. This helps to ensure that staff understand have the knowledge and skills to be able to meet the needs of people living in the home. There is also a good number of staff provided on each shift at the home and this is reflected

Evidence:

in the service people feel that they receive -

"Oh they are very good here"

"The carers are excellent"

"They always answer the door straight way"

"There are always plenty of staff around"

Staff told us that they feel very well supported at the home and that the manager listens to them.

"Its all about team work here"

"We try and find out from the family what peoples' preferences are"

"Yes we receive regular formal supervision sessions"

We observed staff to be attentive to peoples' needs. They address people with respect and maintain their dignity at all times.

The staff at this home work very well as a team and this is reflected throughout.

Management and administration

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 led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate 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. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

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

The service is very well run and the management style ensures very good outcomes for the people who live in the home.

The home is run in the best interests of the people who live there.

Evidence:

The Registered Manager Janet has been in post for four years but has worked for eight years in total for the service.

She has the skills and experience necessary to manage this busy Care home.

The manager is obviously well respected by staff and people who live in the home and there is a good professional relationship between them.

The management of the home is open and inclusive and people and staff alike feel free to raise any concerns they might have.

Evidence:

The AQAA contains detailed information which has been assessed, throughout this inspection process as being accurate.

We looked at the maintenance of personal allowances. People are offered a safe facility in which to keep small amounts of money and are able to access this at any time. Records of transactions are maintained and audits are carried out randomly.

The administrator was observed to be an excellent asset for the service. We frequently heard and observed how she addresses people who live in the home and visitors to the home. She was courteous, polite and professional and this gives people a positive impression of the home.

The service employs an outside Health and Safety Consultant to oversee Health and Safety of the home. These carry out risk assessments and audits of all relevant areas.

The manager is ultimately responsible for this, however, and works alongside the Company to ensure that the home is safe for people to live in and for staff to work in.

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	16	The service should include the details of the Care Quality Commission into their complaints procedure. This will enable people to be able to contact CQC should they wish to do so.
2	19	The manager should seek advice on the latest research into creating an environment suitable for people with dementia care needs.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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