

Key inspection report

Care homes for adults (18-65 years)

Name:	Sefton Park Residential Care Home
Address:	10 Royal Crescent Weston Super Mare North Somerset BS23 2AX

The quality rating for this care home is:	three star excellent 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.

Lead inspector:	Date:
Juanita Glass	2 3 1 0 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 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

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- 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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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Sefton Park Residential Care Home
Address:	10 Royal Crescent Weston Super Mare North Somerset BS23 2AX
Telephone number:	01934626371
Fax number:	01934626371
Email address:	
Provider web address:	

Name of registered provider(s):	Mercia Care Homes Limited
Type of registration:	care home
Number of places registered:	28

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
past or present alcohol dependence	28	0
past or present drug dependence	28	0
Additional conditions:		
May accommodate up to two residents who are over 65 years of age.		
Date of last inspection		
Brief description of the care home		
<p>Sefton Park provides a residential therapeutic program for up to 28 people aged 18 years and over who have alcohol or drug dependency issues. 'Sefton Park aims to create a supportive environment where each service user can make use of the opportunity to acknowledge and address their addiction issues. ' They utilize an integrated approach,'drawing upon Person Centred, Cognitive Behavioural Therapy and Motivational Interviewing delivered within the supportive yet challenging environment of a therapeutic community. ' They have a female only bedroom floor to which male clients are not permitted access. The home is an attractive spacious property situated near the seafront within walking distance of the town centre. The home provides a variety of well furnished communal areas; there are 13 double bedrooms (all en-suite) and 3 single rooms. The fees are from £645 to £845 per week.</p>		

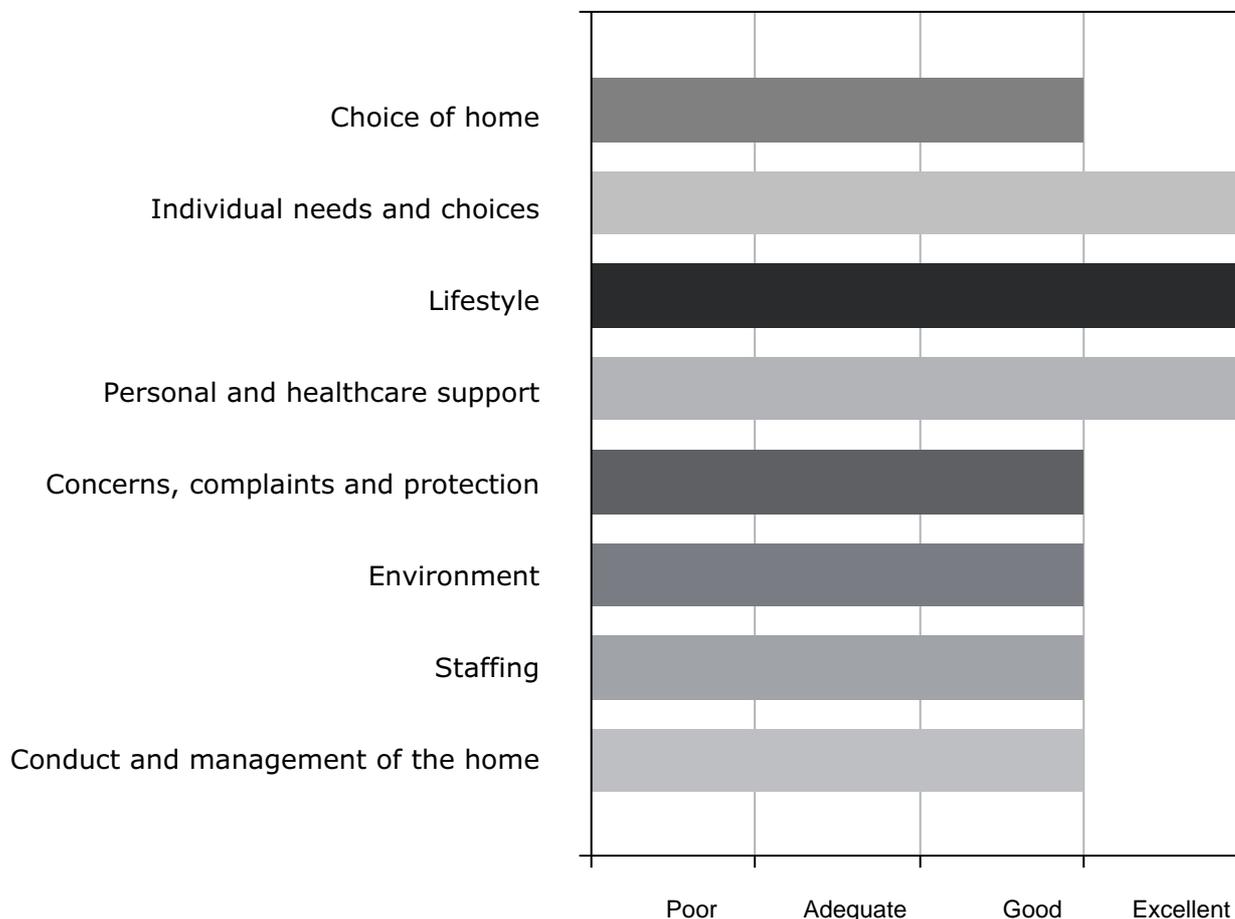
Summary

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:

This inspection took place over two days and a total of nine hours were spent in the home.

To gather enough evidence to support our judgements for this inspection, We The Commission asked the service provider to complete an Annual Quality Assurance Assessment (AQAA). The AQAA is a self-assessment that focuses on how well outcomes are being met for people living in the home. It also gives us some numerical information about the service, and how they intend to maintain or improve outcomes for people using their service.

We also looked at surveys returned to us by people living in the home and people with an interest such as relatives, social workers and GPs. We received 4 surveys from people following the treatment program and 5 from staff working there.

Once we had received this information we carried out a visit to the home. We requested the assistance of an Expert by Experience who is someone who has experienced the type of care and support provided by a Rehabilitation Centre. The Expert spoke to people living there and asked for their opinions of the way the service was provided. Whilst in the home we also looked at documents maintained for the day-to-day running of the service. These included care plans, staff recruitment, training and supervision, service records and health and safety.

The Expert by Experience introduced himself to people at the treatment centre and joined us for a tour of the premises.

What the care home does well:

People indicated in their surveys that they were more than happy with the service provided at Sefton Park, their comments included, 'The home does very good therapy I am really doing well here,' 'I have done so well since I have been here, I am looking forward to my new life clean' and ' It provides a very good service for people with difficulty coming to terms with addiction and getting help to move on.' One member of staff stated 'I feel the structured day programme which, provides group therapy, gender groups, 1-1 counselling and other support gives clients an excellent opportunity to explore and express many past issues in relation to their drug and/or alcohol abuse.' Staff also stated that they were pleased to be involved in the changes that had included, 'staff training and monitoring of effectiveness and new improved timetable for daily therapies.'

The expert by experience spoke to people about the service provided they said, 'Sefton Park is a community environment where you are made to feel very welcome by both staff and residents.' One person commented on the level of support people received they said, 'Somebody left before completion and were told by staff as long as they didn't use when they got home they would be allowed back. This person came back the following day and completed the programme successfully.' When asked what they would change the expert by experience recorded two comments, 'I've been to a few rehabs and you could not ask for a better treatment centre,' 'No need to change a lot 'cos what they're doing is working.'

We noted that there was a very supportive family and homely feel in Sefton Park the owner would visit regularly to encourage people to join in activities and walk on the beach providing home made cakes and treats, people spoke highly of her.

The admission process would involve face to face assessments and visits to the home as often as possible with people feeling they had been given plenty of information enabling them to make an informed choice of treatment centre. Care planning was agreed and personal to the individual, with family visits flexible if people were unable to make the family times at the weekend. Activities were as varied as possible within the constraints of a rehab treatment centre with people playing football on the beach the second day of our visit. The home also provided bicycles for people to use and social events were organised within the local community.

The organisation seeks peoples opinions about the service provided to ensure they continue to improve and provide what is needed.

What has improved since the last inspection?

The manager confirmed that the home had undergone extensive refurbishment and in the words of the expert by experience the home was, 'noticeably bright and clean with a friendly and happy family atmosphere.' They had introduced a women only floor on the upper storey of the house which could only be accessed by use of a coded door enabling female residents to feel safer and more secure, with their own sleeping and bathing facilities.

The manager confirmed that they had introduced further sessions for people to attend including family groups and gender groups. He also confirmed that the visiting times

for children of people in the home were more flexible enabling them to maintain and build on their relationship.

What they could do better:

No requirements or recommendations were made as a result of this inspection.

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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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 benefit from sufficient information in an appropriate format to help them make an informed choice. They can visit to see how the centre is run when a full assessment of their needs can be made.

Evidence:

We asked for a copy of the current Statement of Purpose and Service User Guide, they were readily available and easy to read. We noted that they contained all the information we would expect to find. This meant people could see how the service was run including the views and opinions of people who had followed the treatment programme. We noted that the whole ethos at Sefton park respected peoples diverse needs such as culture, ethnic origin and gender and an equal opportunities code of practice was available for staff and residents to read.

The Expert by Experience spoke to people about their experiences, they confirmed that they had received appropriate support and information enabling them to make an informed choice. People indicated in their surveys that they had received plenty of information and support from staff prior to moving into the treatment centre. The

Evidence:

manager confirmed that people could visit the centre and stay for a meal or even over night so that they could see how the programme worked, talk to peers working through the programme and be assessed by staff in the home.

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

People benefit from clear personal plans that have been discussed and agreed with them, showing that they are consulted and make decisions about their treatment programme. They also benefit from clear risk assessments that identify areas that they may need assistance with including moving on following completion of the programme.

Evidence:

We looked at care plans for people working their way through the treatment programme, these showed us what plans had been agreed with them and how they were being met. The plans were personal to the individual. They showed us that people had agreed their treatment plan and they were also signed to show that they had discussed them with their counsellor. The plans also showed us that people had agreed to the restrictions that were in place necessary to follow the treatment programme.

The expert by experience spoke to people about their care plans and the way they

Evidence:

were enabled to make decisions about the programme they followed they stated:
'Residents have input to their care which is reviewed on a weekly basis. Residents who were spoken to had a positive relationship with their keyworker and members of staff.'

People indicated in their surveys that they understood the restrictions within the programme and agreed with keyworkers and counsellors their plan of care.

The manager confirmed that a community meeting was held weekly and feedback from people in the home was encouraged regarding all aspects of the service provided.

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

People benefit from appropriate leisure and social activities within the constraints of a rehabilitation programme. They are assisted to maintain contact with families and are assisted to build relationships with their children. People are encouraged to be as independent as possible within the programme and are involved in areas of daily living in the home. People also benefit from a healthy and nutritious diet suitable to their cultural or medical needs.

Evidence:

The Service User Guide included a section about leisure activities, it stated clearly that 'due to the nature of addiction social activities take place with group members.' Activities identified were cycling, walks, visits to gyms and beach activities. We looked at a record kept by the home which showed that people took part in regular activities on a daily basis, on the second day of our visit people went to the beach for a game of football. The manager confirmed that people were also encouraged to follow

Evidence:

educational courses and assisted to attend their chosen place of worship. Weekend activities had included a table tennis tournament and the home also had the use of a pool table in town. Rules of the home stated that people were not permitted to enter licensed premises, this meant that staff had looked at other areas within the community that people could use.

The expert by experience spoke to people about their leisure activities, they said; 'Group outings did not happen very often due to lack of transport, however the residents often walk on the beach together with the owner, who brings her dogs in regularly. There are no video games allowed but there is a good selection of board games and a table tennis table. At Christmas the residents hold an annual pantomime. residents are encouraged to undertake further education. An in house computer course facilitated by an external tutor from the local college is held once a week and seemed very popular with the residents.'

Visits by relatives and family were flexible with the home enabling people to maintain contact. People told the expert by experience that, 'Visits were allowed on Sundays from the start of the programme, although it could be flexible where children were unable to visit at weekends. Outside relationships were encouraged, although sexual relationships among residents were not permitted.'

People were observed to be offered well balanced and nutritious options at meal times. People told the expert by experience that they help cook a few days a week, all dietary needs both religious and medical were catered for, people stated that the food was of a good standard. A microwave was available for people to heat snacks and drinks could be made at anytime.

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

People staying at Sefton Park benefit from personal and specialist healthcare support that is provided in a personal way respecting their rights within the constraints of their treatment programme. They are also protected by the handling and management of medication in the home.

Evidence:

We looked at the existing care plans for some people following the treatment programme at Sefton Park. They showed us that their health care and physical needs were considered on a personal basis individual to that persons needs. As well as receiving the counselling support identified by the programme they were also directed to health care specialists such as dentist, optician and GP. People would also be assisted to attend outpatient appointments identifying both physical and mental health needs.

The expert by experience spoke to people about the treatment programme at Sefton Park, They said they had a very structured six day programme which included family groups, gender groups and ex peers sharing their experiences. The expert also said that, 'People had input to their care plans which was reviewed on a weekly basis.

Evidence:

People spoken to had a positive relationship with their key worker and members of staff. Staff and residents stated that harm reduction advice and information was given throughout the programme which was often lacking in other abstinence based rehabs.'

People stated in their surveys, 'What the home does well is organise 20 addicts into a cohesive therapeutic group.' 'It provides a very good service for people with difficulty coming to terms with addiction and getting help in moving on.' Whilst a third person said, 'I have done so well since I have been here, I am looking forward to my new life clean.'

We looked at the way medication was handled in the home, people could manage their own medication if it was agreed they were able and wanted to do so, lockable storage was provided. We observed medication being administered and all staff followed the correct process. All staff handling medication were also provided with training.

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.

People benefit from and are protected by the homes complaints and safeguarding procedures and policies. Staff are fully aware through training of the procedures to follow to protect people from abuse.

Evidence:

Copies of the complaints policy is included in the service user guide and people are made aware of the way to raise an issue from the start of their assessment. The expert by experience discussed the way people could raise a complaint with people in the home they said. 'The complaints procedure and rules are explained to every resident on interview and again on entry.'

People were given an Introduction and Welcome pack on admission which contained a copy of the complaints procedure to follow as well as house rules and expectations regarding appropriate behaviour whilst following the programme. People also have the chance to raise concerns or issues at House meetings held every Sunday.

The home had clear copies of the safeguarding procedures to follow to protect vulnerable people from harm. Staff spoken to said they knew the procedure and felt happy about the organisations Whistle blowing policy. People spoken to said they felt they could talk to staff and had a close relationship with their key workers.

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.

People staying at Sefton Park benefit from a comfortable, well equipped and homely environment, which is well maintained and decorated with access to garden areas and local beach and parks. People are protected by staff awareness of appropriate infection control guidelines.

Evidence:

We carried out a tour of the premises, we found the home to be well maintained and people had comfortable well furnished communal areas. As well as appropriate sleeping accommodation. The expert by experience accompanied us on the tour and said. 'The house was noticeably bright and clean and had just benefited from an extensive refurbishment. There was also a friendly family atmosphere throughout. Smoking is permitted in a designated smoking room in the basement. There is also a no smoking TV lounge and quiet room with books and an assortment of board games. There is a communal telephone and a computer with restricted Internet access for use by residents. The residents accommodation is split over four floors with the top floor set aside for women only. The rooms vary from single rooms to treble, some with en suite facilities. All rooms are a good size and clean with new furniture. There is also a bathroom on each floor, with a shower and bath on the womens floor.'

The manager confirmed that the women only floor had been very popular as access

Evidence:

was only permitted via a coded door, women in the home felt more secure not sharing sleeping and bathing areas with male residents.

Staff records showed that they were kept up to date with infection control guidelines appropriate protective clothing was available to use if necessary.

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.

People benefit from a staff team who are competent, qualified and trained to meet the diverse needs of people following the rehabilitation programme. They are also protected by clear policies and procedures for the recruitment of new staff and volunteers and their on going supervision.

Evidence:

We looked at the personnel files for people working at Sefton Park, they showed us that all staff had a job description, which clearly stated what their roles and responsibilities were in supporting people to achieve a successful outcome. Staff spoken to said that they had very clear roles within the home and people following the programme also understood staff roles.

We also looked at training records, they showed us that all staff had attended mandatory training as well as training relevant to their role within the staff structure. People spoken to said that they felt all the staff they had met were well trained and knew what they were doing. Staff spoken to demonstrated that they were well aware of the needs of people at Sefton Park and the best way to meet those needs and support them to move on. Staff surveys indicated that they felt they received an appropriate level of training and support. Two people stated that they felt the training for staff had improved enabling them to recognise and meet needs.

Evidence:

The expert by experience spoke to people about staffing levels, 'they said that there were always enough people 24 hours a day for support or just a chat.'

Records kept by the manager following the recruitment of new staff showed us that Sefton Park followed very strict policies and procedures ensuring that all the appropriate checks were carried out before a person started work. We saw very comprehensive interview records which were used by management to record answers when ever a person applied for a post.

Volunteer staff also have clear roles and responsibilities and all checks are carried out as for employed staff.

We saw records that showed us staff received regular supervision from management when they could discuss working patterns training, needs and any concerns they may have. Counsellors also attend supervision provided by an outside agency. People spoken to confirmed that they did receive support and supervision from the manager and peers in the home.

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.

People benefit from a home that is well managed in an open and approachable way, which considers people's personal input into the day to day running of the service, as far as possible within the constraints of the treatment programme. Health and safety practices in the home safeguard people staying there.

Evidence:

The manager Mr Adrian Cole is both competent and appropriately qualified to run the home. We observed the interaction between the manager and people staying at Sefton Park, it was open and friendly with people saying they could approach the manager at any time. People also said that the owner played a large role in ensuring there was a welcoming family feel to the home encouraging activities and involving people in the day to day running of the service.

A regular Quality Assurance process is carried out as well as completion questionnaires which were carried out when people left or moved on. The manager also maintains a record of retention and completion rates, these provide a complete overview of the way the service is being run. The information provided to prospective

Evidence:

residents included statements and opinions from people who have left the home and moved on. People were encouraged to comment on the service provided throughout their stay.

Implementation of health and safety within the home was satisfactory. All residents had personal risk assessments and generic risk assessments were in place. People staying in the home were also involved in regular fire drills and fire training ensuring all staff and residents understood safe practises.

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

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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