



Making Social Care
Better for People

Inspecting for better lives

Key inspection report

Care homes for adults (18-65 years)

| | |
|-----------------|--|
| Name: | Treehaven Bungalows |
| Address: | Sandy Lane West Runton Cromer Norfolk NR27 9LT |

The quality rating for this care home is:

two star good service

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

| | |
|------------------------|-------------------------------|
| Lead inspector: | Date: |
| Ruth Hannent | 3 0 0 7 2 0 0 9 |

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

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

Outcome area (for example Choice of home)

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

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

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

This is what people staying in this care home experience:

Judgement:

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

Evidence:

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

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

The Commission for Social Care Inspection aims to:

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

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

Reader Information

| | |
|---------------------|--|
| Document Purpose | Inspection report |
| Author | CSCI |
| Audience | General public |
| Further copies from | 0870 240 7535 (telephone order line) |
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| Internet address | www.cqc.org.uk |

Information about the care home

| | |
|-----------------------|--|
| Name of care home: | Treehaven Bungalows |
| Address: | Sandy Lane West Runton Cromer Norfolk NR27 9LT |
| Telephone number: | 01263837538 |
| Fax number: | 01263838414 |
| Email address: | |
| Provider web address: | www.jeesal.org |

| | |
|---------------------------------|--|
| Name of registered provider(s): | Jeesal Residential Care Services Limited |
|---------------------------------|--|

| | |
|------------------------------|-----------|
| Type of registration: | care home |
| Number of places registered: | 11 |

| | | |
|-----------------------------|-----------------------------------|---------|
| Conditions of registration: | | |
| Category(ies) : | Number of places (if applicable): | |
| | Under 65 | Over 65 |
| learning disability | 11 | 0 |

| | | |
|--|--|--|
| Additional conditions: | | |
| The maximum number of service users who can be accommodated is: 11 | | |
| The registered person may provide the following category of service only: Care Home only - Code PC to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories: Learning Disability - Code LD | | |

| | | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|--|
| Date of last inspection | | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|--|

| |
|---|
| Brief description of the care home |
| Treehaven Bungalows are two linked bungalows situated on the site of the Treehaven service on the edge of the village of West Runton. The bungalows have separate secure garden areas. The Home provides a service for up to eleven adults who have learning disabilities and autistic spectrum disorder. Accommodation is provided on the ground floor and in first floor flats. All tenants have a single bedroom, and there is a |

Brief description of the care home

variety of communal space available. The Home is owned and managed by Jeesal Residential Care Services Ltd.

Fees for this service range from £900 to £2,800 per week according to need.

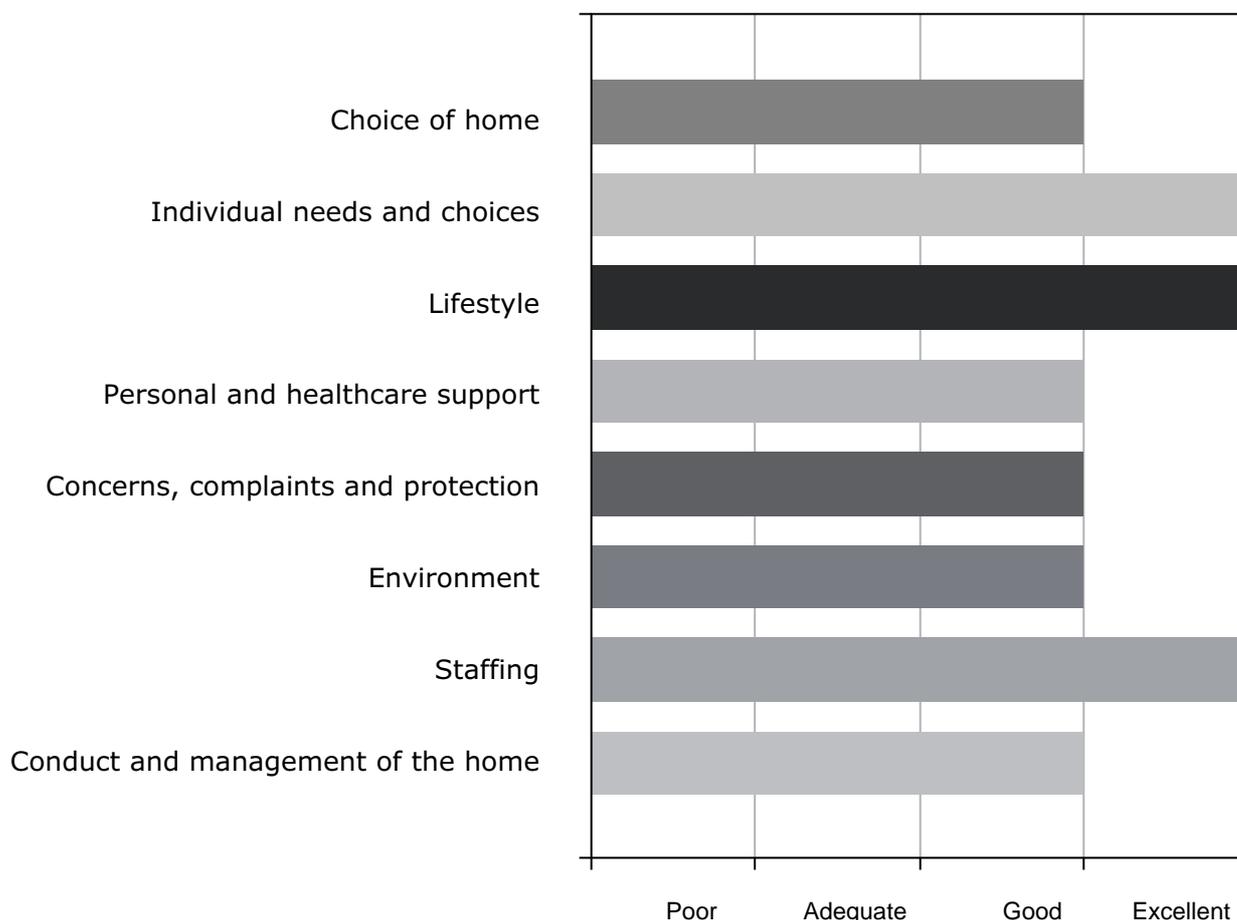
Summary

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:

This was an inspection that was announced due to the complex needs of the people who live at Treehaven Bungalows. The Manager was contacted but unfortunately did not receive the message so a time was planned to visit again giving the staff time to inform the tenants. The visit was over 6 1/2 hours and took into account records, care plans, personnel files and training notes. Time was spent in the bungalows looking at the accommodation, talking and observing interaction between staff and tenants and overseeing the lunchtime medication administration process.

Prior to this visit we had received a completed and comprehensive Annual Quality Assurance (AQAA) report written by the Manager. We also had received 4 surveys completed by tenants with the help of staff, 2 surveys from health professionals and 8 staff surveys. These documents were used to assist the completion of this inspection report.

What the care home does well:

The home has very complex tenants who have, on occasions, behaviour that may challenge the staff team. The home offers a vast amount of training that is tailored to meet the complexities of need. Some is done in-house and some is purchased from outside the organisation. The staff team work well with the community learning disability team who will visit and support the staff with the needs of the tenants.

The staffing ratio is very good and matches the high needs of the tenants allowing lots of varied and unusual occupations to take place such as special national games and spending time out riding a tandem. Tenants are encouraged to access outside facilities, if suitable, as much as possible to include shopping, the hairdressers, dentist and doctors.

The administration of medication is always carried out by two staff to ensure no mistakes can occur with each reading out the tenants name, the name of the medication and correct dosage.

What has improved since the last inspection?

The home has had a change of management since the last inspection and is now managed by two people who have set roles to complete. The systems that have been introduced have made the staff feel competent and able to carry out their roles in a confident way. All the staff surveys reflect highly on the induction and training offered.

The bungalow has now made a visitors toilet to prevent people having to use tenants facilities and there is now a designated sleep in room for the second member of night staff. (One staff member is always awake).

What they could do better:

One or two staff have mentioned in the surveys that they would benefit from clearer pathways of communication as some information does not always get passed on.

The grounds in the enclosed gardens could be better maintained and fencing may need replacing to ensure security.

The management needs to be aware of what should be reported to the Commission as stated in Care Homes Regulation 37 as to date nothing has been received.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 4.

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

Details of our findings

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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.

The home will spend time, and assess thoroughly, any potential tenant to ensure the placement is suitable for both the person and the other tenants.

Evidence:

The home has limited up to date information on anyone on assessment as all but one of the tenants have been living at the home for a number of years. One tenant who is new to the bungalows had only moved from the Treehaven house and was well known by the managers and some of the staff team. Nevertheless a thorough transition plan was put into place to ensure the transfer was as smooth as possible. The AQAA tells us of these documents and the timescale used. We also looked at the details that showed all areas were considered, including the risk and affect on the other tenants. The AQAA does tell us that any potential tenants will have a thorough assessment and details will be gathered from a multi professional team. This person will be visited as often as necessary and if appropriate the person will visit the home. The Manager informed us that the assessment process can take as long as is necessary to ensure both the new tenant and the existing tenants are ready for the change. Whatever form of communication is required is used with the staff team all trained in non verbal

Evidence:

communication.

The Manager also informed us that due to the careful planning of the placements they have not had a breakdown and the team of staff will always aim to succeed with a new tenant.

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.

Tenants have a comprehensive care plan that identifies the needs, shows that choices have been made and that risks are assessed to allow them to lead an independent lifestyle that is appropriate.

Evidence:

The bungalows have their care plans and personal development folders stored in the office which joins the 2 bungalows together. Three were looked at and evidence was found of comprehensive details to offer the care support required for the individual person. The Manager informed us that more support and expertise have come from the community learning disability team which was evident in the care plans and this help is building a good relationship with the outside agencies. Each person has a key worker and that worker reviews with the tenant their paperwork to ensure it is up to date. The tenants are signposted to their key worker and the correct staff member is matched to the tenant for suitability. The Manager and staff informed us that due to the complexity and changing needs of tenants the care plans are always updated. It was noted that those who could sign had written in their care plans. The staff have all

Evidence:

been trained in using signs and will inform tenants by this method or by using picture formats.

Each evening the tenants hold a meeting to discuss the plans for the following day. This inspection was discussed with the tenants and a photograph of the inspector was on display. Due to the complex needs the tenants do need to have their patterns and set routines. No one comes into their home without everyone being informed the night before. The nightly meetings offer a choice to each tenant of what and how they would like to spend their days. This is recorded and risk assessments are in place to allow that person to live a lifestyle that offers as much independence as possible. The risk assessments were seen and gave a clear picture of the identified risk and ways to manage the risk where possible.

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.

The choice of occupation, planned daily routines and enjoyable meals are all available in a variety of ways to meet the individuals needs of the tenants and ensure they have a fulfilling lifestyle.

Evidence:

The tenants at this home have very high complex needs and education and occupation is limited due to these needs. One gentleman has just commenced helping at the local riding for disabled and gave good feedback on how much that is enjoyed. The Manager informed us in the AQAA that more on site activities and the development of Patches Farm means more access to purposeful activities are available. One gentleman was very excited about the work now carried out at the farm and gave descriptions of the animals there. One gentleman was about to go out with a worker to buy appropriate items from the shops. This person was communicated with by signing and also explained to, the process of accessing his money and encouraged to

Evidence:

sign for the amount taken. The AQAA tells us that the home has worked hard with building up a relationship with the local community by visiting the shops and facilities regularly. One gentleman was away with two carers the week of this inspection, taking part in the special games. He had already won a silver medal and the home was buzzing with the excitement of this achievement in cycling. (This person also owns a tandem that is used regularly with staff). 4 comments from tenants stated there is so much to do. 1 comment from a professional states that tenants have 'as much opportunities as possible'. Staff comments said 'tenants choices are respected and valued' and 'they have a wide range of choices, including meal options'.

On the day of this inspection we arrived in the home just as lunch was served. Each person had something different on their plate out of choice. The staff explained that the meals are planned with the residents at their daily meetings and meals are offered with a choice. The menu's were on display in the kitchen and through observation the lunch was being enjoyed.

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.

The personal support, healthcare needs and medication required is given in the best way to suit the requirements of each person particular need.

Evidence:

The care plans reflect the personal care required for each person. The needs of these residents are complex and routines are very important yet have to be managed, according to the Manager, in a careful way so as the routine does not become a problem. Details were discussed on the management of personal care with those who need extra encouragement to maintain personal hygiene. 'Sometimes the more basic needs are overlooked such as nail, skin and hair care' is written in the AQAA. On the day of this visit tenants looked well presented and appeared clean and tidy.

The home encourage the tenants to access outside clinics, surgeries and dentists to interact with the local community but also recognise some tenants will need to be supported by a visit to their home. This is recorded in their personal care plans. The AQAA does tell us that the communication around health care needs could be better developed as attending appointments does sometimes cause anxieties. The GP had sent to the Commission comments stating that the home works with the Doctor by

Evidence:

looking at behavioural management and the best way to treat the medical needs of the person. The Manager also gave details of the support offered by the psychiatric team at the county hospitals.

The lunchtime medication administration was observed. The home has a policy where the medication is always given by two staff members. Both verbally gave the name of the tenant, the medication required and the dose. Both watched the dose being removed from the blister pack and placed in the plastic cup. They both then saw the resident ingest the medication and one person signed as the other observed. The medication is stored in a locked metal cabinet installed in the middle office. The home has the support of Boots pharmacy and all staff are trained in administration of 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.

Tenants and families know how to complain if they so wish and all tenants are protected by the homes procedures against possible abuse.

Evidence:

The AQAA sent to the Commission tells us that the home has a complaints procedure. This is also available in the service users guide and has been noted at a previous inspection. The comments from the tenants received prior to this inspection tells us they know how and who to complain to. Picture formats are available for easy understanding by the tenants and the management are always available to listen to any concerns. The home has received one complaint that was seen as fully documented and action taken to resolve the complaint.

All staff receive training on the Protection of Vulnerable Adults. This was confirmed by the staff spoken to and although not seen on this occasion each have a certificate to show the training has been attended. The manager confirmed that staff do not commence employment without a CRB received and personnel files hold the CRB's. Staff spoken to also confirmed that they could not start their role until that CRB had been received. The AQAA also tells us that the staff induction pack has been improved and covers details of possible abuse prior to the training being available.

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 tenants live in a safe, comfortable and homely environment that suits the needs of each individual.

Evidence:

Treehaven bungalows is two bungalows split by a dividing office. 5 people live in one and 6 in the other when full. Despite some of the destructive behaviours of some of the tenants the small homely bungalows are personalised to suit the tenants preferences. Each bedroom looks owned. Colours of decor have been chosen by each person and culture, beliefs and preferences has been taken into consideration for each bedroom. Items that may cause danger to the tenant have been place in secure boxes such as televisions. The shared areas are spacious and a large kitchen for preparing meals is in both sides of the bungalows.

Two tenants were happy to share the viewing of their room with us and appeared pleased with the environment they live in.

The home had a visit from the fire officer in February and there were no concerns raised. The Manager informed us that the fire alarm is checked weekly and a log of this test was seen.

The tenants are actively encouraged to care and take part in the cleaning schedule of their own bedrooms as part of their programme of activities. All areas were noted to be clean and tidy.

Evidence:

The gardens are large allowing plenty of movement for tenants. One area has been fenced off to accommodate a trampoline and play equipment. The areas are in need of tidying with fences appearing brittle through lack of preservative and not very secure. The gardens are in need of maintaining and the horticultural area is a project planned for the future that should improve the out door areas.

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

Tenants are supported by suitable numbers of skilled and capable staff who are recruited, inducted and trained to ensure all individuals are cared for by safe hands.

Evidence:

This home has a large staff team of 45 staff who have the skills to care for the tenants, some of whom have challenging needs. 8 staff surveys were received from the team with many positive comments stating the support and training given to carry out their roles efficiently to assist them with the varied care needs they have to meet. The staff on duty on the day of the inspection appeared confident and capable. The rotas were looked at and with some tenants requiring one to one support there were 8 staff on duty with 10 tenants. The Manager talked of the need to increase the number of staff qualified with an NVQ in care as there had been some new staff who need to complete the course. The aim is to have these staff qualified by the end of 2009. According to the AQAA and also discussed on the day there is difficulty in getting a staff team together for a meeting that is recorded and well attended due the need for a large number of staff required to be on duty in the bungalows. The aim is to have more structured staff meetings and possibly use staff from the main house to cover for the duration of a meeting.

A staff personnel file was looked during this inspection. The Manager informed us that

Evidence:

no staff member commences work without a returned CRB and all references are in place and satisfactory. All the relevant records as required in schedule 2 of the 'Care Homes Regulations' were in place. Two staff members spoken to who have been recruited in the last year also talked of their CRB's being in place before commencing work.

Due to the complex needs of each tenant the home has a programme of training events organised by the company that will enhance the skills to help staff manage some of the behaviours that may challenge. These are available alongside the statutory courses also provided. Outside tutors are brought on to the site from various expertise to ensure the training is pertinent to the individual being cared for. Some staff are sponsored on college courses to enhance their learning and qualifications further. The 8 surveys received at the Commission all answered positively about the induction and training offered with all saying support and development is done 'very well'.

The staff were spoken to about the one to one supervision who all reflected that they have regular meetings both formally and informally at anytime. 'We have a good staff team and get the support and assistance when we require it'. Records of supervision were noted on the personnel file seen on the day of this inspection.

Conduct and management of the home

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

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

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

This is what people staying in this care home experience:

Judgement:

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

The home is managed by a suitably experienced manager who will ensure that the home is monitored for quality, work within policies and procedures and ensure all areas of responsibility are carried out safely to promote and protect the tenants and staff.

Evidence:

The home has a registered manager who has many years experience of managing this and other homes within the same company. There is a need for this person to complete their NVQ 4 in Management that is partly completed to add to the qualifications mentioned in the AQAA. She is also planning further development to keep up to date with autism and behaviours that challenge. During conversations on the day it is evident that the Manager is very keen to personally develop as new training becomes available. Policies and procedures are held in the office and have, according to the AQAA all be reviewed in the last year. The company has set policies and procedures that have been inspected in other homes in the last year so were not looked at on this occasion.

The home has various ways to monitor quality with nightly tenants meetings, forum

Evidence:

meetings held at Patches and annual quality assurance questionnaires sent to families and professionals involved with the home. One area of concern is a few comments made on the pre inspection surveys by staff members as to the lack of communication between the management and care staff. On talking this through with both managers in the office it was a problem that they were aware of and different practices are to be introduced to overcome these issues. The Manager informed us that due to management changes in the last year and some changes within the staff team the home has some work to do to improve communications.

The home does not have a maintenance officer on site but contact is made with one within the company for any faults or risks within the building that may cause concern. These are logged and dealt with quickly. The fire records, with a report from the fire inspection carried out in Feb 2009 were seen and were up to date. A record was also seen of the weekly hot water temperature checks and no recordings were cause for concern. Two taps in various rooms were hand checked and felt to be running at a suitable temperature. Current date stickers for PAT testing were noted on electrical equipment and are carried out annually. The Manager informed us that all contracting, servicing and maintenance of boilers and electrical equipment is organised from the homes head office. Items and chemicals used for cleaning were stored in locked cupboards and only used with residents under staff supervision. A record of accidents/incidents was noted in the office. On talking through with the Manager the need to notify the commission of certain incidents or accidents this, she was not aware of and had not been happening and must be rectified.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

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

| No. | Standard | Regulation | Requirement | Timescale for action |
|-----|----------|------------|-------------|----------------------|
| | | | | |

Requirements and recommendations from this inspection:

Immediate requirements:

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

| No. | Standard | Regulation | Requirement | Timescale for action |
|-----|----------|------------|-------------|----------------------|
| | | | | |

Statutory requirements

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

| No. | Standard | Regulation | Requirement | Timescale for action |
|-----|----------|------------|--|----------------------|
| 1 | 42 | 37 | <p>The home must notify the Commission any death, illness and other events as stated in regulation 37 of the Care Homes Regulations.</p> <p>To ensure the home is reporting to the Commission correct information.</p> | 01/09/2009 |

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 or

Textphone: or

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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