

Key inspection report

Care homes for adults (18-65 years)

Name:	Hawkstone House
Address:	Shann Lane Keighley West Yorkshire BD20 6NA

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:
Liz Cuddington	1 7 0 7 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

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:	Hawkstone House
Address:	Shann Lane Keighley West Yorkshire BD20 6NA
Telephone number:	01535609122
Fax number:	
Email address:	hawkstone@woodleigh-care.co.uk
Provider web address:	

Name of registered provider(s):	Isand Ltd
Type of registration:	care home
Number of places registered:	10

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65

learning disability	10	0
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Additional conditions:

The maximum number of service users who can be accommodated is: 10

The registered person may provide the following category of service only: Care home only - Code PC, to service users of the following gender: Either, whose primary care needs on admission to the home are within the following category: Learning disability - Code LD

Date of last inspection								
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Brief description of the care home

Hawkstone House is large detached house standing in its own grounds. Its proximity to Keighley town centre gives easy access to shopping, transport links and leisure facilities. The home provides accommodation and support for 10 adults with learning disabilities who require significant support in daily living and may present with challenging behaviour. All the bedrooms are single rooms, five have en-suite facilities. A large dining room and a separate lounge are provided in the main building. Another dining room, lounge and small kitchen are available in the new extension.

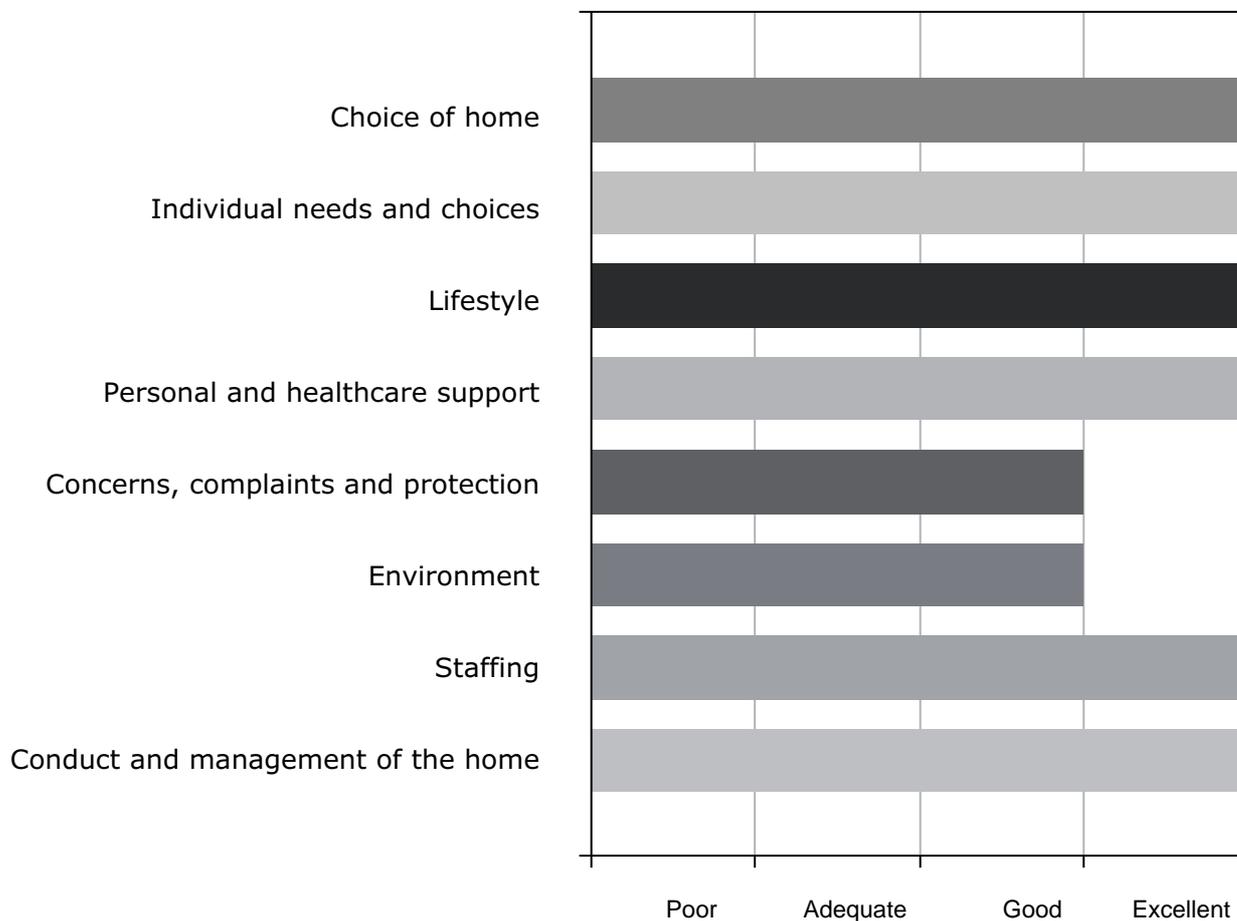
Summary

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:

Prior to the visit, the had registered manager provided us with an Annual Quality Assurance Assessment, a lengthy document containing information about the service: what it currently does; how it hopes to improve; statistical data about staffing; and information about numbers of complaints, referrals and the people using the service. The information provided within this document was found to be very useful, and of a high calibre, and we were able to cross reference the information with evidence we obtained during our visit.

Sources of documentary evidence we looked at during our site visit included; care assessments and care plan files, care reviews, personnel and training records, staff meeting minutes, health and safety records.

User satisfaction surveys were sent out prior to our site visit. A good number were returned to us from a range of sources. The comments made by people were positive.

We also took the opportunity to talk to the people who use the service and the staff who work there. Observations of the the way in which the staff interacted and supported people living at the home also took place.

Our site visit took approximately 6 hours.

It is the opinion of the inspector that evidence contained within this report, which is supported by information held by the Commission, demonstrates that this service is well managed, user focused, and has a number of strengths. In fact, in many of the outcome areas, the evidence indicates that the service has exceeded the National Minimum Standard. The rules based approach operated by the Commission thus allows this service to be awarded an excellent quality rating, as it has a sustained track record of high performance.

What the care home does well:

The service is well run by a manager and management team that are approachable, and fully aware of the need to keep people safety, without compromising the need to promote and protect people's rights to independence, choice, and inclusion.

People living at the home are supported by a well trained staff team who undergo relevant employment checks before starting work. People live in a clean and tidy home that suits their needs. Issues relating to complaints and safeguarding can be dealt with effectively. Individual personal, healthcare and medication support needs are more than satisfactorily reflected in people's care plans, and protected by way of best practice in relation to how medication is dealt with.

Daily life at the home reflects people's wishes and preferences. Staff are fully aware of people's individual preferences, interests and wishes. Meeting people's individual needs in a creative and supportive manner is at the centre of the work undertaken at Hawkstone House.

The person centred approach of the staff to the way admissions take place ensures that people's care and support needs are thoroughly assessed before a decision is made as whether they can move in.

What has improved since the last inspection?

Medication practices have vastly improved.

What they could do better:

Work needs to continue to ensure that more than half the staff have a relevant National Vocational Qualification (NVQ) II qualification in care.

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

The person centred approach of the staff to the way admissions take place ensures that people's care and support needs are thoroughly assessed before a decision is made as whether they can move in.

Evidence:

The registered manager explained in detail the admission process at Hawkstone House. This involves obtaining a local authority care needs assessment if one is available; meeting with the potential new person and their family; completion of the service's own very detailed assessment; visits to the home by the new person and over night stays if appropriate; and observation of the person by the staff when they visit in order to obtain further information which is used to support the admission assessment.

The very detailed and accurate records belonging to one new person were looked at, and the information contained within them confirmed that the staff at Hawkstone House had undertaken a comprehensive assessment of this person's needs prior to admission. The evidence indicated that this had been undertaken in a person centred

Evidence:

manner, with the person themselves leading much of the work carried out by the staff team. Several visits took place over a long period, sometimes daily in order to get the person used to the home and the other people living there. The registered manager explained that the person centred approach operated by the service allowed for the staff to really get to know someone so that an informed decision could be made about whether the new person would be able to move into the home.

Feedback from people who completed our survey indicated that they were very satisfied by the way in admissions took place at Hawkstone House, with one relative saying, "the process of moving in went very well, and as a family we were really impressed".

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.

Meeting people's individual needs in a creative and supportive manner is at the centre of the work undertaken at Hawkstone House.

Evidence:

The registered manager explained in detail, the process of planning that is undertaken by the staff in relation to the care and support people receive. This involves consideration of the holistic assessment and risk assessment carried out prior to admission to the home; discussion with the person about their care needs; their short and long term goals; their aspirations, skills, abilities and healthcare needs. In some instances, the registered manager explained that this information has been obtained using recognised person centred planning techniques.

We looked at the very detailed, up to date and accurate records of two people living at the home. The information contained within them demonstrated that the staff have an excellent written record of the care and support needs of the people they are working with. The information was found to be written in a person centred manner, and

Evidence:

presented in such a way so as to support the comments of the registered manager. It was clear from looking at one set of care records, that a lot of hard work had been undertaken so as to present the information in an easy read format, with pictures to support the text so the person themselves could fully access their own care plan. On speaking to this person, it was clear that they had been fully involved in this process. The registered manager confirmed that work will continue at the home, so as to ensure that everyone has an easy read and accessible care plan.

Information contained within the care records demonstrated that up to date and detailed risk assessments are carried by the staff at the home in relation to various tasks and activities that people take part in. The details showed that information about risks is given to people so that informed choices can be made. When a person is unable to fully understand the information or risks presented to them, then the records show that appropriate considerations are made and discussions take place with the relevant third parties, regarding any restrictions placed upon individuals so as to promote their health and welfare.

Feedback supplied by people who completed our survey indicated that they were satisfied with the way people's health and personal care needs were met. One relative said, "The staff are very good at helping my relative with their personal care, and always make sure they do the right thing for them. I have no worries that they are not being cared for properly."

People at the home confirmed that the staff consult them about how they would like to care for and supported. One person said, "I'm in charge of my own care, but when I need help, I tell the staff and they do as they are asked." Another person said, "The staff ask me how I like to be looked after. They are always checking to see if they are doing it right."

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.

Daily life at the home reflects people's wishes and preferences. Staff are fully aware of people's individual preferences, interests and wishes..

Evidence:

The registered manager explained that people take part in a variety of activities both inside and outside of the house. These include craft work; gardening; cooking; meals out; leisure pursuits; voluntary work and holidays.

The accurate and detailed records relating to the activities people are engaged with confirmed what the manager has said. The information contained them demonstrated that people engage in a variety of community based and in-house activities based on their individual needs and interests. The menus were seen to offer people a variety of meals, with a good nutritional balance. Staff confirmed that people do take part in meal preparation, and can access the kitchen at all times. The records show that any

Evidence:

restrictions placed on people with reference to access to the kitchen is well documented and all relevant thrid parties have been informed.

Feedback from people our survey indicated that they believed there to be a wide range of activities on offer to people at Hawkstone House, with one saying, "I am really happy that my relative gets to go out and do so much because for a long time they didn't do anything".

People living at the home confirmed that they take part in activities that are based on their personal interests and needs, with one person saying, "I go out and do the things i want to do, and get alot of help from the staff. The holiday I went on recently was booked by me, and I made all the decisions about it. It was great!"

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.

Individual personal, healthcare and medication support needs are more than satisfactorily reflected in people's care plans, and protected by way of best practice in relation to how medication is dealt with.

Evidence:

The registered manager explained that people's individual personal and healthcare needs are well documented within the care plan records and risk assessments. She added that people are supported to attend healthcare appointments with their local GP, or other healthcare professionals, and that staff at the home support people with their individual medication requirements, by way of ordering medication on their behalf, keeping it safely on the premises (if an assessment of people's needs demonstrates that this is necessary) and dispensing it appropriately.

Information contained within the care plan files of two people demonstrated that the staff have access to a comprehensive record of people's personal and healthcare needs, that is clearly presented, in a person centred, positive and detailed manner. Discussions with some of the staff indicated that they are fully aware of people's individual needs and requirements, and observations made on the day of the visit

Evidence:

showed that the staff respond to people in a sensitive and responsive manner, showing them respect and enabling them to take the lead in the care and support they receive.

Information held at the home demonstrates that the service is proactive in its approach to the safe handling and storage of medication with accurate records being kept, checks being made, and links with day service and family members being maintained so as to ensure people get the right medication at the right time. The outstanding requirement from the last inspection that stated that people should receive their medication safely, the medication must be administered from the container in which it was dispensed by the pharmacist, has now been met.

A check of a sample of the medication held at the home was made, and this was found to be satisfactory. The records show that the staff have in place a very detailed set of policies and procedures relating to medication held at the home, and also that medication audits regularly take place. The evidence demonstrates that the issues raised at the last inspection concerning poor medication practices have been dealt with.

The detailed training and personnel records show that staff who work with medication have had the right training, and that training in relation to healthcare issues is both offered to and taken up by the staff team.

Feedback from people who completed our survey suggested that relatives are very satisfied with the way people are supported with their healthcare needs. One person living at the home said, "The staff are very good at helping to go to the doctors, and also help me with my tablets so that I get them at the right time."

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.

Issues relating to complaints and safeguarding can be dealt with effectively

Evidence:

Feedback from people who completed our survey indicated that the complaints procedure is very well understood, with people living at the home, and their relatives giving details of how they would complain and to whom. The registered manager explained that the procedure for complaining is displayed in the home, and is given to people within the home's Service User Guide. She added that efforts have been made to the procedure into an accessible easy read format, and that if people made a request, it could quite easily be put on an audio tape. The records relating to complaints received by the service were seen and found to be in good order. One person living at the home said, "If there's a problem or I want to make a complaint then I know what to do, and who to speak to". They were able to explain what they would do in great detail. The registered manager explained that for people, complaining may be difficult due to either a reluctance to do so, or a lack of capability. In this situation she explained, staff are trained to look for signs of when people are feeling uncomfortable or worried, unsettled or upset. In these circumstances she said, staff would try and discuss issues with people, or make efforts to access the relevant people or agencies that support people such as advocacy services, or the person's social worker.

The detailed adult safeguarding procedures were found to be satisfactory, and the

Evidence:

detailed staff training records show that staff have had training in safeguarding, and other training training such as de-escalation techniques when dealing with people who challenge the service. One staff member who was spoken with gave a clear and detailed explanation of what to do if they suspected or if it were alledge that someone had been abused. The feedback we receveid from people living at the home, and through our survey indicated that people felt safe living at the home.

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 live in a clean and tidy home that suits their needs.

Evidence:

People living at the home said that it was comfortable, clean and tidy. A look around the building confirmed this point of view. It was found to be well maintained with appropriate infection control measures in place such as hand-washing and laundry facilities. The registered manager explained that there is a programme of refurbishment and redecoration that is followed through the course of the year, and that as maintenance issues arise they are dealt with accordingly. One person let us have a look in their bedroom which was found to be personalized. The registered manager explained that people can access the kitchen, and get involved in meal preparation (following an appropriate risk assessment). This was conformed by people living at the home said that they enjoyed cooking.

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.

People living at the home are supported by a well trained staff team who undergo relevant employment checks before starting work. Work needs to continue to ensure that more than half the staff have a relevant National Vocational Qualification (NVQ) II qualification in care.

Evidence:

The detailed, accurate and up to date recruitment files of 3 staff working at the home were seen to be satisfactory. The registered manager explained the recruitment procedure in detail, indicating that not only is she and her management team involved in accessing a person's suitability to work in the home, but the people living in the home get involved also. People living at the home confirmed this. Information contained within the detailed personnel records confirmed that people undertake an induction when they start work, and are on probation for 6 months to assess their suitability for the job. Prior to starting work, the registered manager explained that employment checks are undertaken such as a criminal records bureau check and a check against the Protection of Vulnerable Adults List. Records relating these were seen and found to be satisfactory. Information contained within the rotas showed that the staffing levels are very good, and this was confirmed through observations made on the day. People who completed our survey said that they believed there to be a very high ratio of staff to people living at the home. People like relatives and social

Evidence:

workers see this as positive as it means that a number of opportunities can be created to support people with activities. The detailed personnel files show that the staff have been involved in a number of training courses specific to the work they do. The staff who were spoken with confirmed that they received formal supervision on a two monthly basis, and this was confirmed with information contained within people's personnel records. People living at the home had nothing but praise for the staff team. This was supported with comments made by people who completed our survey. These included: "the staff are fantastic" " the staff always want the best for people" "the staff are whelk trained" " there are always plenty of staff on duty".

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 **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 well run by a manager and management team that are approachable, and fully aware of the need to keep people safety, without compromising the need to promote and protect people's rights to independence, choice, and inclusion.

Evidence:

The manager of the home is registered with the Commission and has the appropriate qualifications and experience required by those who manage a service. She explained that she is involved in the financial management of the home, and has control and access to a appropriate budget. Staff working at the home explained that the manager gives effectively leadership to the team by example and what she says. This is done through training, supervision and one to one work where she shows people in what direction she would like to service move, and underpinned this with positive work on values and visions, such as promoting people's rights and encouraging their involvement in decision making about their lives and life in the home. Information contained within the staff meeting minutes, training records and supervision records confirmed this.

Evidence:

The detailed and up to date records shows that there are effective quality assurance systems in place for auditing and monitoring the work undertaken at the home by the staff. The registered manager explained that alongside these, she undertakes spot checks on medication, care plans, money and the food prepared in the home. Staff also explained that the registered manager and her team often undertaken observations of care practice in order to give feedback on the work they are doing.

The Annual Quality Assurance Assessment document we received from the home was detailed and contained good levels of information that we effectively and efficiently cross referenced with evidence in the home.

Information contained within the accurate and up to date records show that appropriate health and safety checks are undertaken by staff at the home, and any issues that arise as a result of these are dealt with appropriately. The personnel and training records show that staff undertake relevant health and safety, and fire training. When asked about the management of the home, people living there said, "the manager's great", "things are well run around here" and "the only rule in this house is that people are kept safe". People who completed our survey indicated that the service was well run, with one relative saying, "the management team are very good, and they are always ready to help." A social worker said, "this service is well run, and the management team are very approachable."

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	32	Work needs to continue to ensure that more than half the staff have a relevant National Vocational Qualification (NVQ) II qualification in care.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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