

Key inspection report

Care homes for older people

Name:	Padgate House
Address:	Vulcan Close Padgate Warrington Cheshire WA2 0HL

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:							
Paul Ramsden	2	3	0	3	2	0	1	0

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

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

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

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

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

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

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

Outcome area (for example Choice of home)

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

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

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

This is what people staying in this care home experience:

Judgement:

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

Evidence:

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

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

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

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

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

Reader Information

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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Padgate House
Address:	Vulcan Close Padgate Warrington Cheshire WA2 0HL
Telephone number:	01925821639
Fax number:	01925851520
Email address:	
Provider web address:	

Name of registered provider(s):	Warrington Borough Council
Name of registered manager (if applicable)	
Miss Roberta Elaine Miller	
Type of registration:	care home
Number of places registered:	36

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
past or present alcohol dependence	2	2
past or present drug dependence	1	1
dementia	6	6
mental disorder, excluding learning disability or dementia	2	2
old age, not falling within any other category	0	36
Additional conditions:		
Staffing must be provided to meet the dependency needs of service users at all times and will comply with any guidance which may be issued through the Commission for Social Care Inspection		
The registered provider must, at all times, employ a suitably qualified and experienced manager who is registered with the Commission for Social Inspection		
This home is registered for a maximum of 36 services users to include:- * Up to 36 service users in the category of OP (Old age, not falling within any other category) *		

Up to 6 service users in the category of DE(E) (Dementia over 65 years of age) * Up to 6 service users in the category of DE (Dementia under 65 years) * Up to 2 service users in the category of MD(E) (Mental disorder over 65 years of age) * Up to 2 service users in the category of MD (Mental disorder under 65 years) * Up to 2 service users in the category of A(E) (Past or present alcohol dependence over 65 years of age) * Up to 2 service users in the category of A (Past or present alcohol dependence under 65 years) * 1 service user in the category of D(E) (Past or present drug dependence over 65 years of age) * 1 service user in the category of D (Past or present drug dependence under 65 years)

Date of last inspection								
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Brief description of the care home

Padgate House is a modern single storey building located in a residential area of Warrington; it is owned and managed by Warrington Borough Council. It is within easy reach of local shops and other amenities and is served by public transport. The home was purpose built to meet the needs of the people to be accommodated. A total of 36 places [there are 35 bedrooms] are registered for older people, however a maximum of 35 people are usually resident in the home at any one time. There are 25 step down [Intermediate care] and 10 step up bedrooms. Service users in receipt of intermediate care are admitted under the care of a medical consultant and staff employed by the local Primary Care Trust provides nursing input. The remaining service users receive medical services from local GP practices. People usually stay in the home for up to six weeks. An office in the centre is used as the base for the evening and night nursing service and the nurses are available for advice and support if needed. Support from physiotherapists and occupational therapists are provided by staff based within the home. Two social workers are also based at Padgate House. There are four lounge/dining areas, each of which has a kitchenette. The bedrooms are single, with the exception of one twin room that is available for people who may wish to share. Toilets and assisted bathrooms are located near to the bedrooms and living areas.

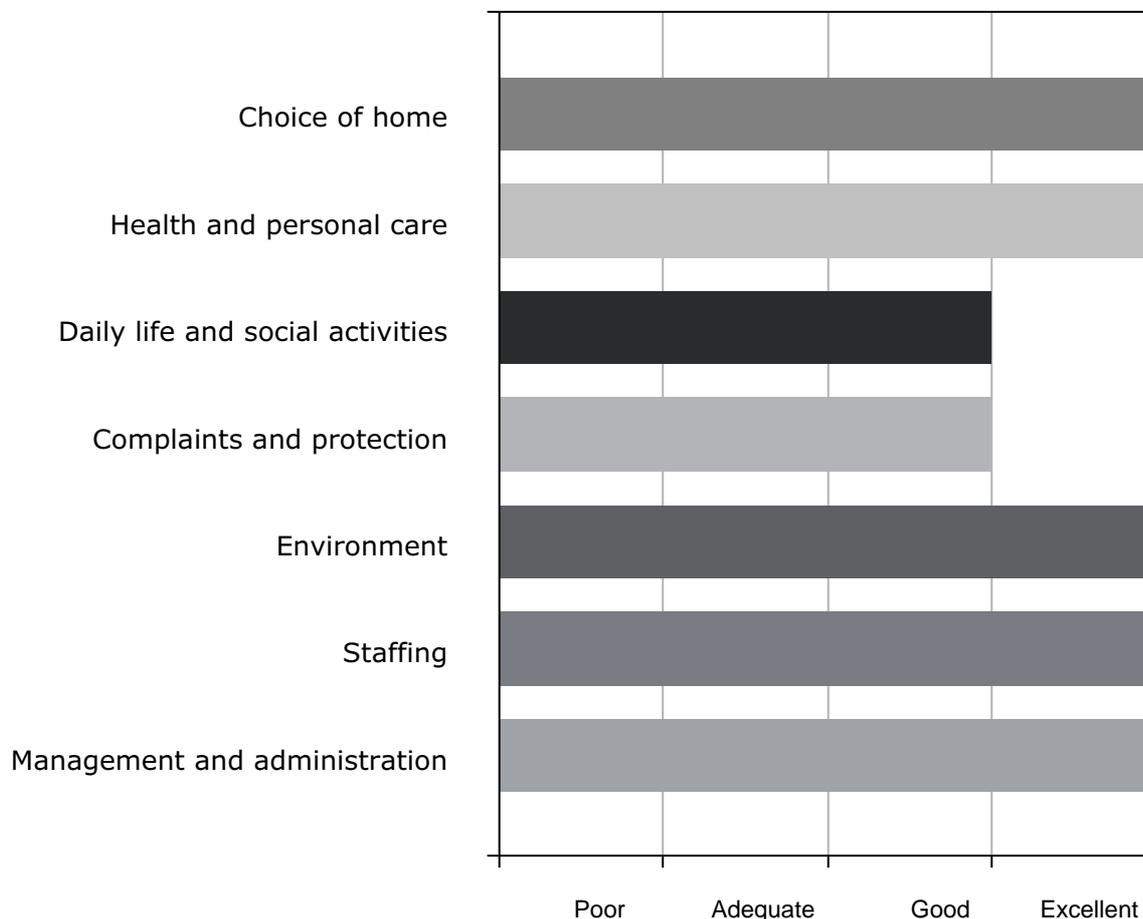
Summary

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 unannounced visit took place on the 23 March 2010 and lasted for a total of six hours and forty five minutes. Paul Ramsden, Inspector, undertook the visit on behalf of the Care Quality Commission. Any references to "we" or "us" in the report refer to the Commission. All of the key standards for older people were looked at. Feedback on the findings of the inspection was given to the home manager as the inspection progressed.

This visit was just one part of the inspection. Prior to the visit the home manager was asked to complete an Annual Quality Assurance Assessment [AQAA] to provide up to date information about the service provided in the home. This is a very detailed questionnaire that provides us with a lot of information about the service before we go to the home. Survey forms were also sent to the home for service users and staff members to complete in order to find out their views. Five service user and four staff forms have been returned; the comments are wholly positive and some of the

comments made have been included in the report.

We looked at the Annual Service Review [ASR] that was carried out last year [This is a review of good and excellent services that takes place between key inspections, good services only have an inspection every two years and excellent services every three years]. Following the completion of the review we found no evidence to suggest that our quality rating had changed or that we needed to bring the inspection forward.

During the visit various records and the premises were looked at. When looking at the documents relating to the type of care each person needs [assessments and care plans]we use a system called "case tracking". This is a method that allows us to follow or "track" a particular situation in order to ensure it was dealt with appropriately.

A number of service users and staff members were spoken with; they gave their views about the home and the service provided. Some of these comments have been quoted in the report.

What the care home does well:

Padgate House provides short-term care for older people leaving hospital or requiring a period of additional support. This enables many people to regain their independence and return to the community. The service constantly reviews its practice and is always striving to improve the service offered to the staying there. Padgate House is flexible and reflective and the home's management team have looked at where they are now and where they want to be in the future. This helps to ensure that the home is able to respond to changing needs, which in turn enables people to maintain as much independence as possible.

There is a strong commitment from everyone working at the home that helps to ensure that the quality of care is provided to an excellent standard. Service users are treated with respect and dignity. We found that staff members were able to demonstrate an awareness of the diverse needs of the people they were supporting. a staff member has written on a survey form; "Welcoming homely environment with friendly helpful staff who mainly go above the call of duty to give the highest standards requested by the service user".

Positive, relaxed and warm relationships were seen to exist between service users, relatives and staff members, those people that commented all said that the manager and staff members were very good.

Routines within the home are flexible, this gives people some control over their lives and enables them to maintain their independence.

There are opportunities for people to participate in social and other activities.

A wide choice of meals are offered and the standard of catering is very good.

What has improved since the last inspection?

Improvements to the interior facilities, including redecoration, new carpets, none slip floors in toilet and bathing areas and new dining room furniture have been made.

More profiling beds have been provided [specialist beds giving additional comfort to people who are frail and which help to prevent pressure ulcers].

There have been other improvements made; these include alterations to the car park that have improved the access arrangements for people with mobility problems.

What they could do better:

We consider that Padgate House is an excellent service so rather than state what they could improve we would expect that the home continues to review its practice in order to ensure that the very high standard of care provided to the service users at the present time is maintained and where possible improved upon.

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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Requirements and recommendations from this inspection

Choice of home

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

People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

People can decide whether the care home can meet their support and accommodation needs. This is because they, or people close to them, have been able to visit the home and have got full, clear, accurate and up to date information about the home. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the care home that includes how much they will pay and what the home provides for the money.

This is what people staying in this care home experience:

Judgement:

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

The pre-admission assessment gives prospective service users confidence that the home will be able to meet their needs.

Evidence:

The home provides a range of information to service users; these include the service user guide and the statement of purpose. Due to the nature of the service provided people do not usually visit the home to look around before being admitted. They can however ask the manager or staff members if they have any questions. The documents available are comprehensive and well thought out and should provide sufficient information for anybody who is staying in the home. A copy of the service user guide and statement of purpose is put into each bedroom so service users and their families can look at them whenever they want to.

Pre-admission assessments demonstrating that the service users individual needs had been assessed in an accurate and consistent way had been carried out for the people

Evidence:

whose files were looked at.

Padgate House does not have any permanent residents and people are usually admitted for a period of up to six weeks. Service users are referred for step up care by their GP or social worker via single point of access. They are then assessed by the community nursing team prior to admission. The GP and a member of the community therapy team are usually present at the assessment as the person being assessed is in their own home.

Rehabilitation for step up care is provided by the community therapy team who visit on a "needs" basis.

Service users admitted for Intermediate Care, step down, are assessed by the consultancy team at Warrington district general hospital. They must have minimal nursing needs. If any wound care is needed, the district nurses are consulted prior to an admission being agreed.

Rehabilitation for step down care is provided by therapy staff working in the home. Care staff members also work towards promoting self-care and independence.

Two social workers are based at the home and they provide support for clients returning home or transferring to residential care.

Health and personal care

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

People's health, personal and social care needs are met. The home has a plan of care that the person, or someone close to them, has been involved in making. If they take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it, in a safe way. People's right to privacy is respected and the support they get from staff is given in a way that maintains their dignity.

If people are approaching the end of their life, the care home will respect their choices and help them feel comfortable and secure. They, and people close to them, are reassured that their death will be handled with sensitivity, dignity and respect, and take account of their spiritual and cultural wishes.

This is what people staying in this care home experience:

Judgement:

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

The service users' care programmes we looked at were well maintained and provided all of the information needed for staff members to be able to take appropriate action to meet an individuals needs.

Evidence:

Three nurses are employed by the primary care trust to provide nursing care, including administration of medicines, to service users in 'step up' places. District nurses also provide services for people receiving intermediate [step down] care. A medical consultant visits the home weekly and a GP visits on most days [he was reviewing a number of service users during our visit]. Physiotherapy and occupational therapy are provided on a daily basis. Other services such as optician, chiropodist, dentist, are contacted as and when needed.

The care programmes we looked at during the visit provided staff members with the necessary information for them to look after a person's needs. The carers are expected to sign the plan after each time they deliver care or support to service users. The care programmes are kept in individual bedrooms, allowing access to it at all

Evidence:

times. All personal care is carried out in the privacy of a person's bedroom or one of the bathrooms.

All of the people we spoke to said that the standards of care provided were very good and that they had been able to express their opinions and wishes about their daily routines. They said that staff treated them with respect and were always polite and kind. One person said: "The staff are excellent, they cannot do enough for you". A service user has written on a survey form; "The home does very well, care, food and very clean. Staff are always on hand".

Staff members spoken with had a good understanding of the people they were supporting; they were able to meet their diverse needs, for example if someone had a mobility problem and service users were being encouraged and supported to live as independently as possible.

Senior care staff members have received appropriate training to administer medicines. All medicines received into the home are recorded in detail in a medicines book and they are then kept in a locked cupboard within each service user's bedroom. Some people are able to self-medicate and a full assessment is recorded. The arrangements for the administration of medication during the inspection were considered to be good and service users were receiving their medication as prescribed.

Daily life and social activities

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

Each person is treated as an individual and the care home is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. They are part of their local community. The care home supports people to follow personal interests and activities. People are able to keep in touch with family, friends and representatives. They are as independent as they can be, lead their chosen lifestyle and have the opportunity to make the most of their abilities. People have nutritious and attractive meals and snacks, at a time and place to suit them.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

Service users spoken with were very positive about the home and the support they were receiving.

Evidence:

Service users were able to move freely around the home and a choice of sitting areas was available. They confirmed that routines within the home were flexible and that they were able to make choices in many areas of daily living; for example, times of rising and retiring, whether or not to join in with planned activities and where to spend time and with whom. The people we spoke to during the visit made a number of positive comments to us; these included: "I have been very happy here".

The home employs two activities co-ordinator's for a total of 37 hours per week. Their roles are to work with service users both on an individual basis or in groups. There is a four week activities programme in place. We received positive comments from service users about the social and other events organised.

Various religious denominations conduct services in the home and people are free to attend if they wish to do so.

Evidence:

A hairdresser visits the home every week and people are able to use this service if they wish to do so.

Links with the local community are maintained and people are free to come and go from the building if they are able to.

Meals can be eaten in the main dining room or in the privacy of a service users own room. There is a menu that has the flexibility to meet individual needs and choices and the people spoken with confirmed that the food they were eating was good and that choices were available. Special diets can be provided if needed. Hot and cold drinks are made in the kitchenette areas whenever people want them and snacks are readily available.

The kitchen was seen to be clean, tidy and well organised. the home has recently been awarded 5 stars [the highest possible] by the council's Environmental Health Department who operate a "score on the door scheme within the borough.

Complaints and protection

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

If people have concerns with their care, they or people close to them know how to complain. Any concern is looked into and action taken to put things right. The care home safeguards people from abuse and neglect and takes action to follow up any allegations.

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

This is what people staying in this care home experience:

Judgement:

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

Service users and relatives are able to complain/make suggestions and action would be taken to respond to their concerns. Adult protection training is provided for staff in order to ensure the continued safety of people staying in the home.

Evidence:

There is a clear written complaints procedure for the home. Information about complaints and the procedure to be followed are available in the entrance area. This is also included in the service user guide and statement of purpose that is in each bedroom. The AQAA indicates that two complaints have been received in the previous 12 months, we have not received any complaints about the home.

The home has a safeguarding procedure in place that complies with all of the relevant legislation and good practice guidelines. This is designed to ensure that any possible problems that arise are dealt with openly and people are protected from possible harm. Staff members undertake training in this area.

Environment

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

People stay in a safe and well-maintained home that is homely, clean, pleasant and hygienic.

People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it.

This is what people staying in this care home experience:

Judgement:

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

Service users are staying in a safe, homely, clean and comfortable home.

Evidence:

A tour of the building was carried out; this included communal [lounge/dining room] areas and a number of bedrooms. Padgate House, both externally and internally is maintained to a high standard. The people living in the home told us that the standards of hygiene and cleanliness were good all of the time.

Improvements to the interior facilities, including redecoration, new carpets, non-slip floors in toilet and bathing areas and new dining room furniture have been made.

More profiling beds have been provided [specialist beds giving additional comfort to people who are frail and which help to prevent pressure ulcers].

There have been other improvements made; these include alterations to the car park that have improved the access arrangements for people with mobility problems.

As people only stay at the home for a relatively short time there are limited opportunities for them to personalise their bedrooms. However it was seen that some people had brought in some small items such as a radio or photographs.

Evidence:

The specialist staff members employed at the home provide a range of mobility equipment; these include bathing and toileting aids, hoists and mobility aids.

There are fully accessible garden areas available for service users to use.

The laundry within the home is well equipped and good systems are in place for the care of people's clothes.

Staffing

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

People have safe and appropriate support as there are enough competent staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable to care for them. Their needs are met and they are cared for by staff who get the relevant training and support from their managers.

There are no additional outcomes.

This is what people staying in this care home experience:

Judgement:

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

Staff members work positively with service users and families to improve the quality of life of people staying in the home and a robust staff recruitment process is in place to protect them from possible harm.

Evidence:

We saw during the visit that the staffing levels and the skill mix of staff was fully able to meet the needs of the service users staying in the home. Staff members were cheerful and friendly and were seen to be treating people with the upmost respect and dignity. The staff members spoken with were very positive about the home and told us that they thought a high quality of care was being provided. We consider that they had a good understanding of the diverse needs of the people they were supporting. Service users spoken with made a number of positive comments about the staff, these included; "staff are excellent", "I would like to stay here for a bit longer".

The AQAA shows that 37 of the 40 care staff members are qualified to NVQ level 2 or above, a recognised qualification for staff involved in delivering care.

Warrington Borough Council holds the staff member's recruitment files centrally; these were not inspected during this visit. They have been inspected previously and a robust system was in place. During a telephone conversation with an officer working in the Human Resources Department it was confirmed that no changes have been made and

Evidence:

the information obtained when appointing a new staff member contains all of the information required. Prospective staff members are checked against the POVA list before employment commences and CRB disclosures is obtained. Any gaps in an individual's employment history are also investigated prior to employment commencing. The management team at Padgate House consider that the recruitment of good quality staff members is an integral component in delivering an excellent service. The result of this is that the current team have the skills, knowledge and experience to meet the diverse needs of the service users staying in the home at any one time.

The local authority provides training programmes for all staff members, including a two-week induction for new care staff which meets the Skills for Care Induction Standards. We were able to see the induction record for two of the most recently appointed staff members. If staff members start before the two week course is scheduled they are mentored and supervised from within the home. One of the senior staff members has developed a Padgate House Induction Pack as part of her personal development and growth plan. This has been piloted and will be used for any new staff members who start at the home. As part of this process staff members are given a learning pack which provided them with information about admissions and discharges to the home, care programmes, flow charts of the processes involved when someone is admitted and information about the other teams involved and their respective roles. We think that these are excellent resources and will help improve the service provided.

There was ample evidence from the documents seen and the staff members spoken with to confirm that a wide variety of training courses are available, these include; safer manual handling, first aid, adult protection and fire safety. The staff members spoken with confirmed that regular training was readily available. The home manager has a comprehensive training matrix and knows exactly what training is due and who needs to undertake it. In addition to the training provided the home has a system of weekly, "learning logs" in place. This enables staff to raise issues/questions etc, the manager then responds and changes are made if needed.

Management and administration

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

People have confidence in the care home because it is led and managed appropriately. People control their own money and choose how they spend it. If they or someone close to them cannot manage their money, it is managed by the care home in their best interests. The environment is safe for people and staff because appropriate health and safety practices are carried out.

People get the right support from the care home because the manager runs it appropriately with an open approach that makes them feel valued and respected. The people staying at the home are safeguarded because it follows clear financial and accounting procedures, keeps records appropriately and ensures their staff understand the way things should be done. They get the right care because the staff are supervised and supported by their managers.

This is what people staying in this care home experience:

Judgement:

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

The home is being very well run and managed on a day to day basis, this helps to ensure that the needs of the service users are met and that there are appropriate procedures in place to maintain their safety.

Evidence:

The home has a very experienced and competent manager who is registered with the Care Quality Commission. She has attended courses/training in order to fulfill her management responsibilities and has demonstrated an awareness of the needs of the service user group and how to manage the staff team. She is a registered nurse [RGN] and has a Diploma in Management. She communicates a strong sense of direction and is able to demonstrate a sound understanding and application of "best practice".

A care co-ordinator, nursing, senior and administrative staff members support the manager in the running of the home. This is a very strong and committed team who work hard to ensure that the quality of care provided is maintained at as high a level

Evidence:

as possible. A staff member has written on a survey form; "Staff are always made aware of any changes, a well run home".

Warrington Borough Council has a quality assurance system in place and the views and opinions of the people using the service are sought regularly. This is an ongoing process and the feedback from service users is part of the annual report for the home. In addition to this process there is a comments book in the reception area and service user meetings are held every three weeks.

There is a safe where service users can deposit small amounts of personal money; a number of these were checked and they were found to have correct balances and accurate records of any transactions.

All staff members are supervised on a continuous basis; in addition they all receive formal supervision approximately six times a year. This helps to ensure that the high quality of care provided to residents is maintained.

Any accidents are recorded and the home manager regularly audits these in order to ensure that any trends, for example, a service user having a number of falls are identified and addressed.

Warrington Borough Council has a comprehensive range of policies and procedures to promote and protect both service users and staff members health and safety.

The fire safety log book showed that the tests on the system and emergency lighting were being carried out at the recommended intervals and that drills and training were also up to date.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

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

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

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

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

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

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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