



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Care homes for older people

<b>Name:</b>	The Owls Rest Home
<b>Address:</b>	168 St Annes Road Blackpool Lancashire FY4 2BL

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.

<b>Lead inspector:</b>	<b>Date:</b>
Kevan Royston	0 4 0 8 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 Older People can be found at [www.dh.gov.uk](http://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](http://www.tso.co.uk/bookshop)

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- 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

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## Information about the care home

Name of care home:	The Owls Rest Home
Address:	168 St Annes Road Blackpool Lancashire FY4 2BL
Telephone number:	01253402366
Fax number:	F/P01253402366
Email address:	
Provider web address:	

Name of registered provider(s):	Mrs Sandra Smith
Type of registration:	care home
Number of places registered:	15

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	15	0
Additional conditions:		
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: Dementia - Code DE The maximum number of service users who can be accommodated is: 15		

Date of last inspection									
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Brief description of the care home
In January 2007 the home owners applied to the Commission for Social Care Inspection to changed the category of residents that could be accommodated in the home. The Owls Care Home is now registered to provide personal care for a maximum of fifteen residents of either sex whose primary care needs are those of persons with dementia. Conditions were placed on this registration to enable five residents who did not fall into this category to remain in the home for as long as the home meets their needs.
The accommodation comprises of eleven single bedrooms, five of which have en-suite facilities, two double bedrooms with en-suite facilities, a lounge, a dining room and a sun lounge which is very popular with the residents. There are sufficient bathing and toilet facilities situated within easy access for all residents. A passenger lift enables

### Brief description of the care home

residents to access the first floor without assistance. The grounds of the home offer a pleasant and safe area for residents to use when they wish and a ramp at the front of the home enables residents to access the grounds easily.

There is a Statement of Purpose/Service User Guide, which is available for persons making enquiries about the home. The written information explains the care service that is offered and what the resident can expect if they decide to live at the home.

Information received on the visit confirmed that the fees for care at the home are from £303.52.00 to £380.00 per week, with added expenses for hairdressing, chiropody and newspapers.

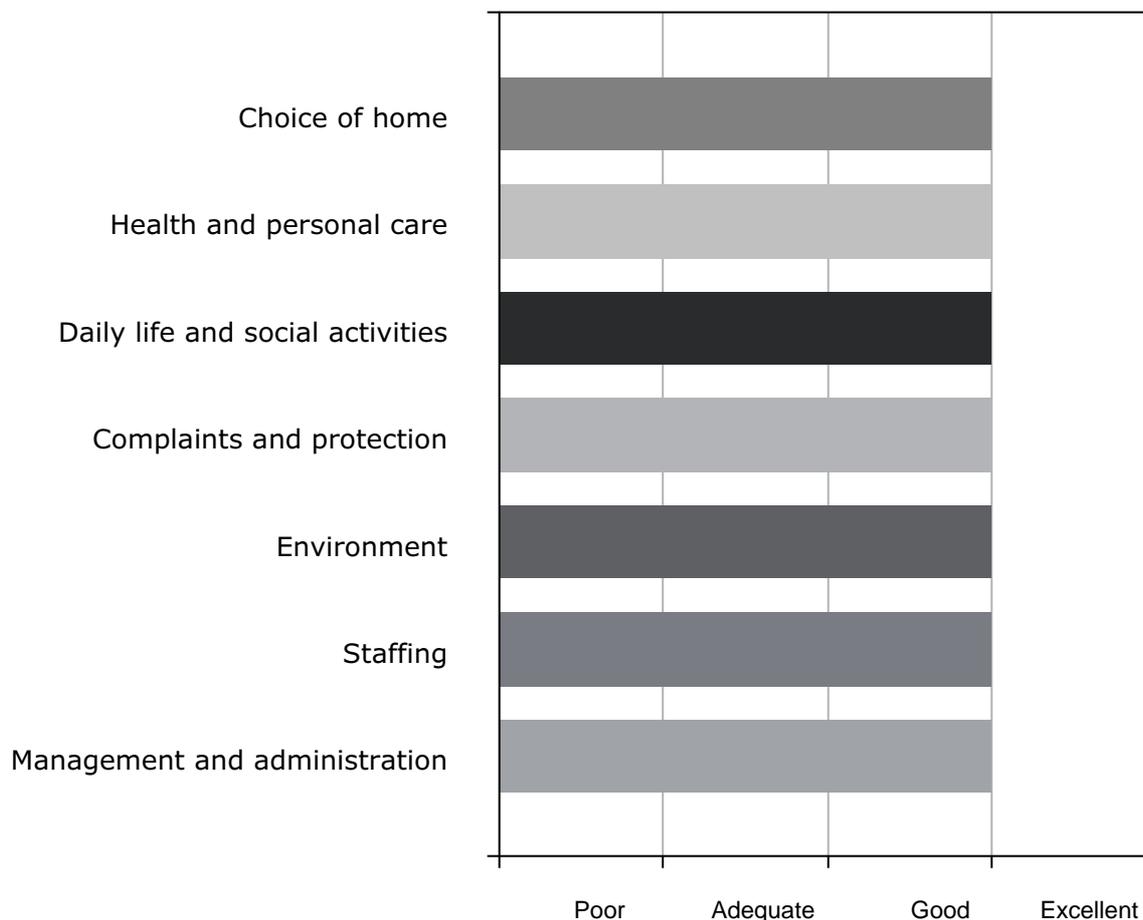
## Summary

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 unannounced visit was part of the key inspection process and took place on the 04/08/09. We spoke to people who live at the home, staff, the manager in charge at the time of the visit and a group of residents in the lounge. Care, maintenance, previous inspection reports and other records were looked at as well as a walk around the building.

As part of the inspection process we talked to people using the service and asked staff about those people needs. We also looked at their rooms, care plans and daily notes, this is called 'case tracking'. Other people who live at the home were invited to pass their opinions to us if they wish.

We received responses from surveys/ questionnaires sent to people who live at the Owls and staff for their views on how the home is run. Comments we did receive were positive and some are included in this report.

## **What the care home does well:**

Comments from people who live at the home, a relative visiting and staff all spoke highly of the quality of meals and food provided. A relative said, "The food is very good". A staff member spoken to said, "The cook has been here for a while, the food is fabulous". We saw the cook baking cakes during the day, making meals with fresh produce ensuring people receive a nutritious balanced diet.

Training opportunities and development of staff skills is very good, so that people have the confidence and competencies to provide the care and support people who live at the Owls need. Staff spoken to confirmed they are supported to attend specialist training courses in dementia and Alzheimer's to give them an insight into what care is required for people who live at the home. One staff member wrote in a survey, "We have a good understanding of people who suffer with dementia". The owner tells us in the AQAA how they support staff to develop with access to training courses to ensure they continue to develop.

The home has achieved the 'Investors in People' award which is an outside quality assurance system given to them for demonstrating a commitment to staff training and development of the home so that residents are supported by competent staff.

We watched during the day how the staff treated the people who live here and the relaxed routines at the Owls. Staff spoke to people in a sensitive way, supporting when required and generally helping to ensure people who live at the home are comfortable and well cared for. One relative visiting the home said, "They are very good with my mum". Other comments from people who live and work at the home included, "It's a family orientated home". Also, "We all get along well together, It's a good atmosphere to work in".

## **What has improved since the last inspection?**

From what the owner told us in the AQAA, looking around the premises and speaking to staff and residents, they continue to make improvements to the environment to ensure people here have pleasant surroundings. One person who lives at the home spoken to said, "They keep doing the home up". One staff member spoken to said, "We have had plans passed to extend the dining area".

## **What they could do better:**

Looking at records of care for people who live at the home we found they are looked at when they need updating however, people who live at the home should have their care reviewed monthly and recorded to ensure their support is continuously monitored.

Controlled drugs should be locked separate from other medication in a secure facility to ensure residents are protected by robust safe medication procedures.

Staff who give out medication are not easily identified by their signature, it would help if names were printed next to their signature so that any medication given out can be identified to individual staff.

For the safety of people who live in the home, windows should be restricted from opening fully to ensure residents are kept safe and minimize the risk of falling out. We spoke to the manager in charge who said, "We are in the process of replacing windows".

Recruitment procedures should be more robust and ensure all checks are in place before staff start to work at the home, to ensure suitable people are employed.

The person who runs the home should complete the necessary qualifications in management and care the minimum standard expects.

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](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto: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 and the support they need. People who stay at the home only for intermediate care, have a clear assessment that includes a plan on what they hope for and want to achieve when they return home.

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

**This is what people staying in this care home experience:**

Judgement:

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

The admission and assessment procedures were clear and precise, to ensure care needs of residents are met and people can make an informed choice before moving into the home.

Evidence:

We spoke to staff, people who live at the home and a relative visiting, to get their views of the process, information provided and support given when people move into the home. We spoke to a relative who said, "First impressions were very good". One person who lives at the Owls spoke to us about the time she came to live at the home, "I only came for a short while but decided to stay its lovely". We looked at assessment information for two residents we found comprehensive and detailed information to develop a care plan, completed by Social Services and the manager of the home. One staff member said, "We invite everyone to visit for a number of times before they make a choice". A care plan had been developed from the information to ensure

Evidence:

health, social and mental health needs are identified and the care and support needed can be met. There was evidence of family involvement to gather information so that all needs of people who come to live at the home are looked at.

We spoke to members of staff and they understood the importance of getting the right information and meet potential residents and their families before they move in, so that they are sure they can provide the care. One staff member said, "A meal is always offered if anyone is looking around and wants to stay a while".

A brochure is available for all people who are considering coming to live at the Owls and their families, containing all the details of the home, staffing and how the home aims to meet the needs of the residents, so they can make an informed choice. One staff member said, "A brochure is always given out to people".

Standard 6 was not assessed as the home does not provide intermediate 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 **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service.

People who live at the home have their health and personal care needs met by staff who respected their privacy and dignity. Medication procedures are in place however minor adjustments to storage and recording of medicines would help keep residents safe.

Evidence:

Care records looked at for people living in the home were available and set out a plan of care monitoring all health, welfare, mental health and social wellbeing, to ensure their needs are being met. The care records show relatives and people living at the home have a say in the way they are supported. One relative visiting spoken to said, "I am involved in mums care, any concerns and they always let me know". Speaking to staff and looking at staff surveys returned informed us of how aware they are of residents needs to ensure they give the right support for people who have dementia. One staff survey said, "We all have a good understanding of Dementia ". Each person has a risk assessment in place to ensure their safety, we confirmed these are updated when necessary to reflect any changes that may have occurred in the building or

## Evidence:

individually ensuring people are protected and safe. However reviews are not always undertaken monthly only when required and changes happen. One staff member said, "We review care of people who live here as and when changes occur". Reviews of care plans should be undertaken monthly, updated to ensure care of people who live at the home is continuously monitored.

We went through the medication procedures with the manager and looked at medication of residents we 'case tracked' and found procedures in place to ensure people who live at the home receive medicine at the right time. At present controlled drugs are being administered and procedures are being followed to ensure residents safety. We explained to the manager controlled drugs should be locked in a separate facility in the medication cabinet to ensure they are secure from other medicines. One staff member said about the administration and giving out of medication, "Only staff give out medication if they have had formal training". Staff who give out medication are not easily identified by their signature, it would help if names were printed next to their signature so that any medication given out can be identified to individual staff.

We looked at records and confirmed nutritional screening of people who live at the home is monitored so that any health issues are noticed and acted upon. Notes of people who live here show they have access to health care services and where possible a doctor (GP) of their choice.

During the day we talked to people who live at the home in the lounge and watched staff caring for people and helping them in a sensitive, dignified way. Staff had a good understanding of the needs of people who suffer with dementia and memory problems. Comments included, "Respect and understanding of mental health problems is what we do well". One person who lives at the Owls wrote, "They are wonderful caring people". The manager tells us in the AQAA that staff are trained in areas of equality and respect to ensure they have a better understanding of issues of equality and treating everyone as an individual.

## 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.

Social activities and meals are well managed, creative and provide daily variation and interest for people living at the home.

Evidence:

Routines watched during the day looked relaxed, some people were sat in the lounge area, staff were seen chatting to residents and generally supporting people sensitively with consideration given to their dementia. One staff member wrote, "We have good communication skills which is needed to help people with dementia and Alzheimer's". We spoke to people who live here about activities and hobbies they have, comments included "We try support and help people with hobbies to carry on with them". And, "As much time as we can is spent with the residents". One person who lives at the home spoken to said, "I enjoy J... the singer".

Evidence we received from surveys, talking to staff, people who live at the home and looking around the kitchen, confirmed food is of a high quality. One staff member said to us, "You must try the food its excellent, good home cooking". A relative visiting when asked about the quality of meals said, "They have a very good cook". We looked around the kitchen and found fresh fruit and vegetables stored in the kitchen and

## Evidence:

plenty of stocks in the fridge and cupboards, to ensure people who live here receive a healthy diet with plenty of choice. At the time of the visit the cook was baking cakes and said, "I always bake for the residents they enjoy the food". One person who lives at the home spoken to said, "She is always baking". A member of staff spoken to confirmed they provide food for diabetics and are able to provide meals if required from any religious cultures. As a course of good practice the staff monitor the intake of food of every person living at the home to ensure any concerns are identified and appropriate action taken.

They have a visitors policy at The Owls, friends and family are welcome at any time. We confirmed this by talking to a relative visiting the home who said, "Anytime of the day they make me feel so welcome".

People we spoke to who live here and staff confirmed personal items are allowed into the home which was agreed during the admission. Rooms we were invited into had personal possessions around so that people who live here felt it was home. A relative spoken to said, "It helps mum having some of her personal belongings around the room".

and We spoke to the

## 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.

Arrangements for complaints are handled well and taken seriously ensuring people feel listened to.

Evidence:

There is a detailed complaints policy and procedure which is available for new residents and families when they arrive, to ensure they know who to speak to should they have any concerns. The owner informs us in the AQAA the complaints procedure is available in the hallway, which was pointed out to us when we arrived. One person who lives at the home spoken to about how to complain said, "Never had to but don't worry they would soon know if I complained". A relative was asked if she knew the procedure and said, "If I had a problem I would talk to the owner". There has been no complaints since the previous inspection. We found through speaking to staff and people who live at the Owls any concerns or grumbles are acted upon before they become formal complaints and issues are sorted out. There is a system of recording of any complaints or grumbles to ensure any issues are investigated and outcomes recorded. We looked at previous inspection reports as part of the inspection process and no complaints have been received for a number of years.

Staff have attended courses relating to 'safeguarding adults', through the training programme provided by the owner or National Vocational Qualification (NVQ) courses. One staff member spoken to said, "Yes 'safeguarding adults training has been provided

Evidence:

". It was clear speaking to staff members they had an understanding and awareness of the signs to look out for if they had concerns.

## Environment

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

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

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

This is what people staying in this care home experience:

Judgement:

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

The premises is clean and maintained to a good standard providing comfortable surroundings for people who live at the Owls.

Evidence:

We had a walk around the building with a member of staff and a person who lives at the Owls. The building was clean, free of offensive odours and tidy. They employ specific domestic staff to keep the home clean. One staff member spoken to said, "I enjoy it here we get along together and its always fresh and clean". A person we spoke to who lives here said, "They do keep it clean". One staff member wrote "Its a homely environment".

The owner tells us in the AQAA how they continue to improve and update the home in terms of redecoration and new furnishings. New fire doors have been fitted, Some bedrooms have new carpets and have been redecorated to ensure people who live at the home have pleasant surroundings.

Maintenance records are kept of repairs, which are attended to promptly to ensure the building is well maintained. One staff member said, "Any repairs need doing are written down and we have access to a maintenance person". Some bedroom windows did not have restricted openings to keep people safe. Windows should be restricted

Evidence:

from opening fully to ensure residents are kept safe and minimize the risk of falling out. One member of staff said, "We will ensure they all have restricted openings".

The laundry is separate from the main building, policies are in place for laundry processes and for the control of infection ensuring the home is kept clean and hygienic. We were shown a new washing machine with a sluicing facility to minimize the risk of infection. One staff member spoken to said, "We have a new washing machine with a sluicing facility".

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

Access to training is good for staff is and helps people to develop their skills and competencies. Recruitment policies and procedures are in place, however need to be followed correctly to ensure all checks have been completed before staff start to work at the home.

Evidence:

We looked at recruitment records of staff and found procedures in place to ensure all checks are carried out before anyone starts to work at the home. However a staff file we looked at contained references that were received after the staff member had started work. Two references should be in place before staff commence work to ensure they are suitable. All other recruitment checks including, application forms and an up to date 'Criminal Records Bureau' (CRB) check were in place. One staff member spoken to said of the recruitment process, "We went through all the policies and procedures at first it was thorough".

We spoke to the person in charge and looked at staffing rotas and found sufficient numbers on duty to be able to support the people who live at the home. One staff member wrote in a survey, "We have a very caring home and work together". One person who lives at the home spoken to about the support staff give said, "Great people who look after us".

## Evidence:

Access to and training of staff is good which ensures people are cared for by competent skilled staff. We looked at training records, received positive comments from surveys and spoke to staff about training. One staff member said, "Training is supported by S... (the owner)". Records show over 50% of care staff have a National Vocational Qualification (NVQ) to level 2. This is a recognised qualification in care which helps develop skills when supporting people in the home. The owner tells us in the AQAA some staff are being supported to achieve a higher level of qualification in care which is NVQ level 3 and continue to develop their skills.

People spoken to during the day felt they was enough staff around to give support and ensure the residents needs were being met. A relative visiting the home spoken to said, "They are caring people".

It was clear from watching staff with people who live here during the day and speaking to staff they are clear about their role and work well as a team to ensure the individual and collective needs of residents are met. One staff member spoken to said, ""The core of the staff have been here for years so it helps".

## 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 **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 run well and has policies and procedures in place to ensure the health and safety of staff and people living at the Owls are promoted and protected.

Evidence:

The owner of the Owls is a qualified nurse and experienced in caring for people who live at the home. The senior carer has obtained qualifications which exceed the minimum standard ensuring the management of the home is run by competent and capable people. However the owner who is in day to day control should complete the qualifications expected by the minimum standard.

We looked at records and they show systems are in place to get people who live at the Owls, families and staff opinions on how the home is run. One staff member wrote, "I am proud to work here and always listen to what people say to improve things".

The owner tells us in the AQAA, they have recently retained the 'Investors in People'

Evidence:

award, which is an award given for showing a commitment to training of staff and the development of the home. One staff member said, "We are proud of the award".

We looked at financial records and found good systems in place for people who live at the home and families to control their own money where possible and ensure safeguards are in place for their protection.

We checked records of health and safety and confirm regular tests are carried out to emergency lighting, fire procedures, gas appliances and electrical equipment, ensuring the safety of people living at the home is maintained. A recent fire assessment has been completed by the owner to ensure safety is maintained.

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
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## 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
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### 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
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### 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	7	Controlled drugs should be locked separate from other medication in a secure facility to ensure residents are protected by robust medication procedures.
2	7	People who live at the home should have their care reviewed monthly and recorded to ensure their support is monitored regularly.
3	19	For the safety of people who live in the home, windows should be restricted from opening fully to minimize the risk of falling out.
4	31	The person who runs the home should complete the necessary qualifications in management and care to manage a care home.

## Helpline:

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**Textphone:** or

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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