

Key inspection report

Care homes for older people

Name:	Lawton Manor
Address:	Church Lane Church Lawton Stoke-on-trent Staffordshire ST7 3DD

The quality rating for this care home is:	three star excellent service
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A quality rating is our assessment of how well a care home is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this full review a 'key' inspection.

Lead inspector:	Date:
Val Flannery	0 7 0 5 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:	Lawton Manor
Address:	Church Lane Church Lawton Stoke-on-trent Staffordshire ST7 3DD
Telephone number:	01270844200
Fax number:	01270882725
Email address:	lawtonmanor@majesticare.co.uk
Provider web address:	

Name of registered provider(s):	Lawton Healthcare Limited
Name of registered manager (if applicable)	
Mrs Sharon Smith	
Type of registration:	care home
Number of places registered:	63

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	63
physical disability	0	0
Additional conditions:		
The maximum number of service users who can be accommodated is: 63.		
The registered person may provide the following category of service only: Care home with Nursing - Code N, to service users of the following gender: Either, whose primary care needs on admission to the home are within the following category: Old age not falling within any other category - Code OP.		

Date of last inspection	1	4	1	1	2	0	0	8
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Brief description of the care home
Lawton Manor is a care home with nursing for up to 50 older people. It is just off the A50 between Kidsgrove and Alsager, close to the village of Church Lawton.
The home is a two storey Georgian detached house, which has been converted and

Brief description of the care home

extended into a fifty-bedded care home. It is situated in its own grounds, which consist of landscaped gardens, walkways and patio areas. It has 44 single and three twin bedrooms. Twenty eight of these rooms have en-suite facilities. There are two passenger lifts and staircases. Wheelchair access is good within the building and grounds. There is a very spacious lounge and dining room, and in addition there are smaller quiet areas, a library and small cinema.

There are a variety of specialist bathing, showering and toilet facilities which are designed to be easier for people with mobility problems to use.

Please contact the home for information on accommodation fees and other charges.

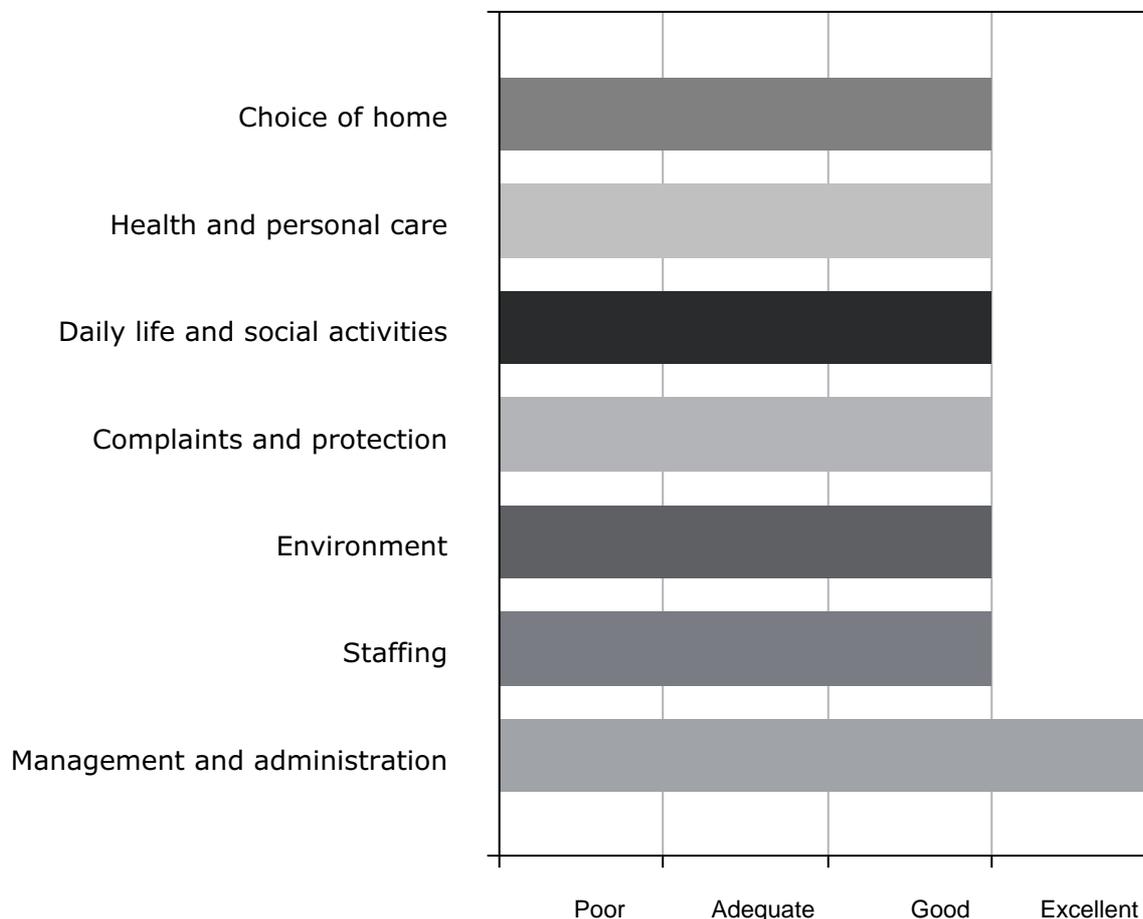
Summary

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:

The overall quality rating for the home is three stars. This means that the people who use the service experience excellent quality outcomes.

We visited Lawton Manor on 7 May 2010 as part of this inspection. The visit was carried out by one inspector and took a total of 8 hours. The report will say 'we' when referring to what we did and what we found because it is written on behalf of the Care Quality Commission.

During our visit we spoke with the people living in the home, a relative, the provider, deputy manager and staff. We looked around the premises and looked at various records held by the home. The visit was just one part of the inspection. The home manager had completed a questionnaire to provide us with up to date information about the home. CQC questionnaires were made available to the people who live in the home and the staff who work there so they could tell us what they think about it.

The last inspection of this home was carried out on the 17 May 2007.

What the care home does well:

The care files we saw for the people who live in the home included checks on their needs that had been done before they moved into the home to make sure that the person's needs could be met there. Care plans on how the person's personal and health care needs had been drawn up from these checks and made available for staff so they would know what to do to meet these needs.

Family and friends are kept informed by staff about their relatives. They can visit the home as they wish so that it is easier for people who live at the home to keep in touch with their relatives.

There is a social care manager working in the home who arranges a range of activities, both in the home and in the local community. This helps make sure that people can stay active and have the chance to join in social occasions.

The complaints procedure for the home was included in the service user guide to the home. It was also made available to family members and other visitors to the home. This helped to make it clear who people should talk to if they had any concerns and helped to show that concerns about the home would be taken seriously.

There are policies and procedures in place in the home on safeguarding vulnerable from abuse. There is also a staff training programme in place to make sure people living in the home are protected from abuse.

Over half the staff have achieved a National Vocational Qualification in Care at Level 2 or above. This is a nationally recognised qualification for people involved in providing care and shows that staff have been assessed as competent to provide good quality care. Staff also receive regular training to make sure they continue to be able to provide good quality care.

The home is well managed to make sure that it is run in the best interests of the people living there.

What has improved since the last inspection?

The information we were sent by the home before we carried out the inspection told that in the last twelve months they have continued to provide new furniture and facilities, as well as increasing the amount of contact people have with the local community. They have purchased a minibus so that there are more opportunities for small groups of residents to go on trips out of the home.

What they could do better:

The plans of care for people who live at the home need to be kept up to date to accurately reflect their changing needs and how the home plan to meet these needs. They should include up to date information and guidance for staff so they know what they have to do to meet the needs of each person.

Staff training on safeguarding adults needs to be kept up to date. This is to make sure staff know how to provide safe care, in line with up to date best practice, for the people who live at the home.

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 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.

Staff from Lawton Manor check the needs of people before they move into the home so they can be sure those needs can be met there and that staff have the information they need to provide the right care and support for each person.

Evidence:

During our visit we looked at the information that tells people how Lawton Manor runs and who it is for. These are called the statement of purpose and service user guide to the home. On the day of our visit, the documents we saw were not up to date and the provider told us that when the extension to the home that was being built at the time of our visit was completed, they would be updating the statement of purpose and service users guide. We have since received an updated copy of the service user guide and statement of purpose.

We looked at the care files for a number of people who have moved into the home. These showed that senior staff from the home had carried out checks on people's

Evidence:

needs before they moved to Lawton Manor. This helped to find out what their needs were to make sure they could be met at the home. Staff had also done checks on people's mental capacity under the Mental Capacity Act. A family member who was at the home at the time of our visit told us they had been involved in the checks done for their relative, who had communication difficulties. These checks helped to make sure that relevant information was obtained about people before they moved in so that staff would know what the person's needs and preferences were and could provide the right care and support for them.

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.

The care plans identify people's needs and there is guidance in them so that staff know what to do to meet people's needs in the way they prefer. However, the plans are not always kept up to date when people's needs change which leaves them at risk of not receiving the right care and support.

Evidence:

The information we were sent about Lawton Manor before we visited told us that, "All service users have a personalised comprehensive care plan, tailored to meet individual needs; these are updated daily and reviewed when required, at least monthly. These include risk assessments to identify and highlight areas of concern". The care files we saw for two of the people who live in the home included assessments of their care needs which had been carried out by staff from the home and plans of care on how these needs were to be met by the staff. The plans of care showed how they are to be supported by staff with personal care such as dressing, using the bathroom, moving about the home and eating their meals. We saw plans of care on how the people living in the home were to be helped with their medication and health care needs. There were also risk assessments in the care files we looked at, covering, for example,

Evidence:

moving and handling, use of bed rails, risk of falls and prevention of pressure damage. The information we saw in two of the files we looked at and our observations of people during our visit showed that the care needs of the two people had changed. However, their care plans did not reflect this accurately and did not provide up to date guidance on how these people were to be supported to make sure their current needs, their health, safety and wellbeing were to be met. There was nothing in the care files to show what, if any, action had been taken to minimise risks to these people or to obtain advice from other sources where appropriate on how to meet people's changed needs. Staff we spoke with told us of their experiences in providing care for these people who wanted to remain as independent as possible and sometimes did not accept the advice, care or support being offered. However, this approach could leave people at risk. After our visit to Lawton Manor the manager, who was on leave at the time of our visit, provided us with information that they were putting a plan of action in place to support these people in the short term while they seek advice and guidance from health care professionals on how to improve the quality of care provided to them.

We checked a sample of the records of medication administered by nursing and care staff to the people living at Lawton Manor. These were signed and up to date. Since our last key inspection in May 2007 the nurses' room has been moved to a more central area on the ground floor. The nurses' room now contains a secure cupboard where the medication is stored and provides additional space for staff and the care files. The new location of the room also provides a private and confidential room for people to talk with staff. In November 2008, a pharmacist inspector from the commission had visited Lawton Manor to check the management of the medicines there and had made two requirements about the records and the administration of medications. We found that these requirements had been met and could see from the staff training records we looked at that staff had received training on the administration of medication so they know how to do safely, without making errors.

During our visit, we were able to speak with people who live at the home. They told us that they are able to choose how they live their lives.

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.

Staff are available to support people with their daily routines so the people living in the home are able to take part in their chosen daily activities.

Evidence:

On the day of our visit we saw one person who lives at Lawton Manor being supported by the social care manager to attend the funeral of a former resident of the home. We also saw staff organise a game of bingo for the people who live in the home. A list of forthcoming activities was on display and the information we received from the home before our visit there told us that a full time social care manager is employed at the home. They also told us that the social care and religious wishes of the residents are discussed before they move into the home and are included in their plans of care.

We were told that, "Residents' meetings are held regularly, at these they are encouraged to have input into the activities programme, the menus, any health and safety topics and any care issues. We have open visiting hours. Families are encouraged to join the service users on outings, supper clubs and activities. We produce an annual musical show in which service users take part. 'Oliver' is planned for September. We have outside entertainers visiting the home. There is a hospitality room to enable visitors to have refreshments. Daily newspapers are available to those

Evidence:

service users requiring one. We have a hairdressing salon with a visiting hairdresser twice a week." The home had also bought a minibus to provide more opportunities for people living there to go on trips out.

We spoke with a family member who was at the home at the time of our visit. They told us they are able to visit the home as they wished and that they were kept informed of accidents and other incidents that affected their relative.

We saw menus on display in the home which showed that people are offered choices at mealtimes. We saw staff helping people with their meals in a caring and sensitive manner. The mealtime we saw during our visit was relaxed and unrushed so that people could enjoy their meal and the social occasion.

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.

People were aware of the complaints procedure for the home so were confident that their concerns would be listened to and acted upon. There were policies and procedures on safeguarding adults and action was being taken to make sure that all staff had received the up to date training they needed to make sure they knew what to do to protect the people living in Lawton Manor from harm and abuse.

Evidence:

During our visit we looked at the home's complaints record. There were four complaints recorded which had been dealt with by the home. The copy of the service user guide to the home that we saw included information on how to complain about the home. The people we spoke with said they would speak to the staff if they had any complaints or worries and that they were satisfied their complaints would be listened to and acted upon.

We were told that the home have not made any referrals under the local safeguarding adults procedures. The home has a copy of the government guidelines called 'No Secrets' and we also saw the 'Policy on application of protection of vulnerable adults' in the home's policy and procedure folder. The staff training record we saw did not have any evidence to confirm that eight staff had received safeguarding of vulnerable adults in the two years prior to our visit. Following the inspection we were provided with information which showed that all staff would have received safeguarding training by 8 July 2010. This meant that staff would have up to date guidance on what to do to

Evidence:

make sure that people living at Lawton Manor were protected from harm and abuse.

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.

Lawton Manor provides a suitably adapted and clean environment so that the people living there do so in surroundings that meet their needs.

Evidence:

Lawton Manor is located on the border of Cheshire East and Staffordshire, approximately three miles from the town of Alsager. It is surrounded by countryside and is situated off the main road down a country lane. During our visit, we walked round the building to see the communal rooms and some of the bedrooms. The home was clean and tidy and we saw a number of adaptations and aids located around the home to support people who may have mobility difficulties. There were sufficient toilets, bathrooms and communal areas to meet the needs of the people who live there.

The information provided by the home before the inspection told us that they employ a full time maintenance person and have a rolling programme for the redecoration for all areas within the home. We were also told that they have 'robust' health and safety policies and procedures in place which are monitored by their health and safety company. Major building work to provide an extension to the home was going on at the time of our visit and alterations were also being made to parts of the existing building. The work had been going on since March 2009 and was due for completion in June 2010. Although there were risk assessments in place to show what was to be

Evidence:

done to lessen the impact of the building work on the people living in the home, a number of people commented to us that they would be glad when the building work was finished.

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.

People living at Lawton Manor receive the help and support they need from staff to make sure they can follow the daily routines of their choice.

Evidence:

The staffing rota we saw during our visit showed that there is normally one registered nurse and eight health care assistants on duty during the day. In addition we saw the social care coordinator, office, kitchen, domestic and maintenance staff on duty during our visit.

Information on staff qualifications was included in the information we were sent before our visit to the home. This showed that all nursing staff are registered with the Nursing and Midwifery Council and that their PIN numbers are checked by the home each year to make sure they are still registered as required. We were told that twenty one health care assistants have achieved an national vocational qualification in care at Level 2 or above. These are nationally recognised qualifications that show the staff have been assessed as competent to provide a good standard of care and support. The percentage of staff at Lawton Manor who have achieved this qualification is above the 50% identified in the national minimum standards.

The staff training record we saw during our visit showed that staff have received training which included moving and handling, fire safety, first aid and infection control.

Evidence:

It also showed that, for a number of staff, training on safeguarding vulnerable adults from abuse was not up to date. The manager told us after our visit that this training would be completed for all staff by 8 July 2010.

We were told in the information sent to us before we visited the home that, 'We have a robust recruiting system which includes all appropriate checks SOVA, CRB and references.'

During our visit to the home we saw staff supporting the people who live in the home with their daily routines, for example, moving about the home, using the bathroom and with their mid day meal. We spoke with people who live in the home who told us that staff are "kind and caring" but that they do not always have time to chat with them because they are "very busy".

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.

Although there were some problems found, action was being taken to resolve these. The home is managed well so that the people who live at Lawton Manor home receive the right care and support they require to keep them safe and well, and the home is run in their best interests.

Evidence:

At the time of our visit, the home's manager had worked in Lawton Manor for over eleven years, two as deputy manager and nine as manager. She was registered with the commission, had a Diploma in Nursing and had completed the Registered Managers Award. She had also attended training to up date her knowledge and skills in caring for older people. This included moving and handling, safeguarding vulnerable adults from abuse, the Mental Capacity Act and internal courses which were arranged by the providers of the service.

Although we found some problems it was clear that the manager and staff worked hard to make sure that the standard of care being provided was good, that record

Evidence:

keeping was good and that staff are all aware of the policies and procedures for the home. The manager provided us with good information after our visit about the action being taken in relation to the problems we had found. She was also providing good leadership to make sure that the diverse and individual needs of the people who live in the home were being met with respect and dignity. The ethos of Lawton Manor was open and transparent.

The information we were sent by the manager about the home before our visit was comprehensive and included information on quality assurance systems used at the home. We were told that as part of the quality assurance system, the people who live in the home, their relatives and others were asked to complete questionnaires about the service offered at Lawton Manor. They told us that any issues raised were acted upon and that the overall findings of these questionnaires were shared with the people who live in the home at residents' meetings.

The information provided told us that they only look after small amounts of money for the people who live in the and that these monies are kept in the safe.

Quarterly health and safety inspections are carried out at Lawton Manor by a consultant who is employed by the company that runs the home. The staff training records we saw during our visit showed that staff had received training on fire safety, infection control, moving and handling, and first aid.

The checks we made during our visit showed that the procedures for dealing with changes to the health needs, safety and wellbeing of people living at the home were not being followed in all cases but the manager provided us with full up to date information after our visit about how this had been dealt with to make sure that people were receiving all the support they needed. We also found at our visit that not all the staff training was up to date; again, the manager provided us with information after our visit to show how this would be resolved.

Seven people who live in the home and seven staff who work there sent us back completed comment cards with their views about the home. Five of the comment cards completed by the people who live in the home said they receive the care and support they need. They also said staff are "usually" available when they need them. Other comments included, "employ more staff", "laundry - missing and discolored - very poor", "During the redevelopment works the standards of cleanliness have been adversely affected". Other comments we received included; "The home provides an extensive range of social activities, both inside the home and outside encouraging all residents to take part" and "The home is beautifully situated, at the moment the new

Evidence:

build has created very difficult problems, the staff particularly the cleaning staff have done an exceptional job trying to keep the home running". Comments we received from staff included; "meets the needs of all clients and staff. High standard of care", "friendly and professional atmosphere. Good support off management". Other comments showed that staff felt they should have, "more social time with residents", "more time needed with clients" and "more training with regard to social care".

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	7	Action should be taken to make sure that all the care plans are kept up to date to reflect people's changing needs and so that staff have the information and guidance they need to provide the right care to meet people's needs in the way they prefer.
2	18	Those staff who have not received up to date training on safeguarding adults from abuse should undertake this training so they have up to date information to enable them to protect the people living at Lawton Manor from harm and abuse.

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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