Key inspection report

Care homes for adults (18-65 years)

<table>
<thead>
<tr>
<th>Name:</th>
<th>231 Brook Lane</th>
</tr>
</thead>
</table>
| Address: | 231 Brook Lane  
Sarisbury Green  
Southampton  
Hants  
SO31 7DS |

The quality rating for this care home is: two star good 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.

<table>
<thead>
<tr>
<th>Lead inspector:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracey Horne</td>
<td>0 8 0 4 2 0 1 0</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Outcome area (for example Choice of home)</th>
</tr>
</thead>
<tbody>
<tr>
<td>These are the outcomes that people staying in care homes should experience. They reflect the things that people have said are important to them:</td>
</tr>
</tbody>
</table>

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

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

This is what people staying in this care home experience:

Judgement:

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

Evidence:

This box describes the information we used to come to our judgement.
We review the quality of the service against outcomes from the National Minimum Standards (NMS). Those standards are written by the Department of Health for each type of care service.

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

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

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

Reader Information

<table>
<thead>
<tr>
<th>Document Purpose</th>
<th>Inspection report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Care Quality Commission</td>
</tr>
<tr>
<td>Audience</td>
<td>General public</td>
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<tr>
<td>Internet address</td>
<td><a href="http://www.cqc.org.uk">www.cqc.org.uk</a></td>
</tr>
</tbody>
</table>
**Information about the care home**

<table>
<thead>
<tr>
<th>Name of care home:</th>
<th>231 Brook Lane</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>231 Brook Lane</td>
</tr>
<tr>
<td></td>
<td>Sarisbury Green</td>
</tr>
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<tr>
<td></td>
<td>Hants</td>
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<tr>
<td></td>
<td>SO31 7DS</td>
</tr>
<tr>
<td>Telephone number:</td>
<td>01489578255</td>
</tr>
<tr>
<td>Fax number:</td>
<td>01489880307</td>
</tr>
<tr>
<td>Email address:</td>
<td><a href="mailto:mable.harris@hantspt-se.nhs.uk">mable.harris@hantspt-se.nhs.uk</a></td>
</tr>
<tr>
<td>Provider web address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of registered provider(s):</th>
<th>Hampshire Partnership Foundation NHS Trust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of registered manager (if applicable)</td>
<td>Mrs Mebi Harris</td>
</tr>
<tr>
<td>Type of registration:</td>
<td>care home</td>
</tr>
<tr>
<td>Number of places registered:</td>
<td>6</td>
</tr>
</tbody>
</table>

**Conditions of registration:**

<table>
<thead>
<tr>
<th>Category(ies):</th>
<th>Number of places (if applicable):</th>
</tr>
</thead>
<tbody>
<tr>
<td>learning disability</td>
<td>Under 65</td>
</tr>
<tr>
<td></td>
<td>6</td>
</tr>
</tbody>
</table>

Additional conditions:

The maximum number of service users who can be accommodated is 6

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

Date of last inspection

**Brief description of the care home**

231 Brook Lane is a detached house in the grounds of a former NHS hospital. The provider is Hampshire Partnership Foundation NHS Trust and service users currently reside at 231 Brook Lane with In Patient Status. 231 Brook Lane is set off the main road down a long private driveway and has large gardens to front and rear. The
<table>
<thead>
<tr>
<th>Brief description of the care home</th>
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<tbody>
<tr>
<td>building comprises of six en suite bedrooms, a lounge, kitchen and dining room. 231 has close links to public transport and shops.</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>Choice of home</th>
<th>Individual needs and choices</th>
<th>Lifestyle</th>
<th>Personal and healthcare support</th>
<th>Concerns, complaints and protection</th>
<th>Environment</th>
<th>Staffing</th>
<th>Conduct and management of the home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
<td>Adequate</td>
<td>Good</td>
<td>Poor</td>
<td>Good</td>
<td>Adequate</td>
<td>Poor</td>
<td>Good</td>
</tr>
</tbody>
</table>

How we did our inspection:

The purpose of the inspection was to assess how well the service is doing in meeting the key National Minimum Standards (NMS) and Regulations. The findings of this report are based on several different sources of evidence. These included: We considered information received about the service since it was registered with us 29/12/09.

We looked at what the service has told us about things that have happened in the service, these are called notifications and are a legal requirement.

We received surveys from two service users (both were supported to complete by an independent advocate), one relative and five staff.

A visit to the service by a Regulatory Inspector. This took place on 8 April 2010 between 10:00 and 15:30.
We spoke with the registered manager and one staff member.
We also spent time in communal areas observing interactions between staff and service users.
We spent time looking at records such as care plans, medication records, staff recruitment and training files and records of complaints.
What the care home does well:

Support plans are clear and give accurate information to follow. Service users use pictures and signs to help communicate their needs and wishes. We received the following comments in our surveys: "Encourages service users to try new activities and broaden their horizons and to take ownership of what happens in their lives. Organises indoor and outdoor activities. Respects people's equality and diversity. I have excellent opportunities for my personal development. Service users have plenty of choice. Makes service users feel valued and enjoy their lives by offering lots of activities and access to the local community. Many new staff have started which has reduced the use of agency staff."

The service provides a clean, comfortable and safe environment to live in.

Service users and their relatives are confident concerns or complaints will be taken seriously.
Staff are well trained and there are good systems to check them before they work in the home. This helps to keep people safe and ensure staff can meet their needs.

What has improved since the last inspection?

This is the first inspection since the service was registered in December 2009.

What they could do better:

We received the following comments in our surveys,"Encourage staff confidence when supporting service users into the community, additional training and developing relationships will improve this massively. More one to one time between service users and staff."

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

## Contents

- Choice of home (standards 1 - 5)
- Individual needs and choices (standards 6-10)
- Lifestyle (standards 11 - 17)
- Personal and healthcare support (standards 18 - 21)
- Concerns, complaints and protection (standards 22 - 23)
- Environment (standards 24 - 30)
- Staffing (standards 31 - 36)
- Conduct and management of the home (standards 37 - 43)
- 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:

<table>
<thead>
<tr>
<th>People are confident that the care home can support them. This is because there is an accurate assessment of their needs that they, or people close to them, have been involved in. This tells the home all about them, what they hope for and want to achieve, and the support they need.</th>
</tr>
</thead>
<tbody>
<tr>
<td>People can decide whether the care home can meet their support and accommodation needs. This is because they, and people close to them, can visit the home and get full, clear, accurate and up to date information. If they decide to stay in the home they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between the person and the care home that includes how much they will pay and what the home provides for the money.</td>
</tr>
</tbody>
</table>

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 service is not taking new admissions.

Evidence:

- The AQAA states that all service users are in the process of moving as part of the NHS Campus Project. The service is not taking any new admissions. The Statement Of Purpose and Service Users Guide are up to date.
- The registered manager confirmed that the service users living at 231 Brook Lane have had a care management assessment by adult services department to determine their suitability for residing in a supported living model of care.
- Two service users responded to our survey, both agreed they were asked if they wanted to move to the home.
- Five staff responded to our survey, all ticked 'always' to being given information about peoples needs.
Individual needs and choices

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

<table>
<thead>
<tr>
<th>People’s needs and goals are met. The home has a plan of care that the person, or someone close to them, has been involved in making. People are able to make decisions about their life, including their finances, with support if they need it. This is because the staff promote their rights and choices. People are supported to take risks to enable them to stay independent. This is because the staff have appropriate information on which to base decisions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>People are asked about, and are involved in, all aspects of life in the home. This is because the manager and staff offer them opportunities to participate in the day to day running of the home and enable them to influence key decisions. People are confident that the home handles information about them appropriately. This is because the home has clear policies and procedures that staff follow.</td>
</tr>
</tbody>
</table>

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.

Care plans and risk assessments are in place for people so that staff can support them consistently to make choices and take managed risks on a regular basis.

Evidence:

The AQAA states that each service user has an individualised plan for personal care that meets their needs, choice and helps them retain their independence. All staff surveyed agreed the way in which they are informed about the people they support works well. They are very confident they have the support, experience and knowledge to meet the different needs to communicate very effectively with service users.

We could see that this was the case in the two care plans we looked and both had been regularly reviewed. One relative surveyed agreed to being part of the reviewing process, and agreed that the service provides the care and support their relative needs, keeps them informed and up to date, and they feel fully involved in every aspect of their relative's life. All staff surveyed agreed the way in which they are informed about the people they support works well. They are very confident they have
Evidence:

the support, experience and knowledge to meet the different needs to communicate very effectively with service users. Service users are helped to make decisions affecting their daily lives with regard to activities, outings, routines and food choices among other things. Risk assessments are undertaken and relate to care plans to enable service users to participate in chosen activities with staff support. Records seen confirmed that these were reviewed on a regular basis or when any changes had been identified.
Lifestyle

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

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

People have opportunities to develop their social, emotional, communication and independent living skills. This is because the staff support their personal development. People choose and participate in suitable leisure activities.

This is what people staying in this care home experience:

Judgement:

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

The service provides support for service users to take part in suitable activities, to maintain relationships with family and friends and provides good food. Service users' rights are respected.

Evidence:

The AQAA states that Service users are offered, and help to choose, an annual holiday.

We could see from the records we looked at, and by observations made, that service users have a well established pattern of social, educational and therapeutic activities, that are flexible in order to meet daily needs.

Staff work positively with service users to establish interests, likes and dislikes. During our visit one service user wanted to walk to the local shops, staff supported them to do that. The staff said that there are usually enough staff on duty to participate in
Evidence:

planned, and spontaneous activities. Daily records stated that the previous day a service user was unable to go for a walk as unfortunately there were not enough staff on duty in the morning, but they were able to go for a walk that afternoon when staff were available. The registered manager said that this was due to sickness and that usually staffing numbers allow for spontaneous activities. One relative who responded to our survey agreed that the home arrange activities that ensure their relative has a 'good' social life. Service users are offered, and help to choose an annual holiday. The registered manager and staff said they are going to start gathering information for ideas for holidays this year, then service users will be able to make their own decision where to go.

Visitors are encouraged and made to feel welcome at the home. The staff keep in contact with families to update them on progress and changes.

The service user group is well established and the staff are aware of food likes, dislikes and preferences. During our visit service users were being supported by staff to prepare and cook their chosen lunch. Staff said that meals times are flexible to meet individual's needs.
Personal and healthcare support

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

People receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people take medicine, they manage it themselves if they can. If they cannot manage their medicine, the care home supports them with it in a safe way.

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

This is what people staying in this care home experience:

Judgement:

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

People receive personal support from staff in the way they prefer and want. Their physical and emotional health needs are met because the home has procedures in place that staff follow. If people take medicine, they manage it themselves if they can. If they cannot manage their medicine, the service supports them with it in a safe way.

Evidence:

The AQAA states that health care plans are in place and regular reviews take place. All health care needs are monitored and addressed and staff receive feedback at team meetings. We looked at the records of two service users, both were very clear and showed access to healthcare professional on a regular basis, such as Doctor, optician and dentist. Records showed that follow up appointments had been attended. Staff said they receive regular feedback and updates about service users health and welfare at handovers between shifts and team meetings. Records showed that service users emotional wellbeing was being managed and had been reviewed regularly. All staff surveyed agreed they receive training that gives them enough knowledge about healthcare and medication. We looked at two service users' records that showed staff administer their medication. One service user said they preferred this.
Concerns, complaints and protection

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

<table>
<thead>
<tr>
<th>If people have concerns with their care, they or people close to them, know how to complain. Their concern is looked into and action taken to put things right. The care home safeguards people from abuse, neglect and self-harm and takes action to follow up any allegations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are no additional outcomes.</td>
</tr>
</tbody>
</table>

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 are confident their complaints will be taken seriously and acted upon and the home has good adult protection systems, which help to keep service users safe.

Evidence:

The AQAA states that no incidents of restraint, safeguarding referrals or investigations have been carried out. The registered manager confirmed that no complaints have been made.

All of the staff surveyed agreed to knowing what to do if someone has concerns about the home. One relative who responded to our survey was aware of the complaints procedure and knew who to speak to if they were not happy. They stated that staff 'always' listen to and act upon what they say, and are confident that any concern would be taken seriously and acted upon appropriately. One member of staff stated they are aware of the whistle blowing policy.

One service user surveyed did not know who to speak to if they were unhappy or how to make a complaint. One service user did. Both agreed staff and manager listen and act upon what they say. The manager said they would ask key workers to work with service users regarding the complaints procedure.

All of the staff surveyed agreed to knowing what to do if someone has concerns about the home.

Staff have an understanding and are trained in the management of challenging behaviours and adult protection.
Evidence:

Staff said that they participate in regular training to ensure they are kept up to date, and confirmed that all appropriate safety checks are made prior to employment, such as Protection of Vulnerable Adults (PoVA) and Criminal Records Bureau (CRB). Records seen confirmed this.
## Environment

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

| People stay in a safe and well-maintained home that is homely, clean, comfortable, pleasant and hygienic. |
| People stay in a home that has enough space and facilities for them to lead the life they choose and to meet their needs. The home makes sure they have the right specialist equipment that encourages and promotes their independence. Their room feels like their own, it is comfortable and they feel safe when they use it. People have enough privacy when using toilets and bathrooms. |

This is what people staying in this care home experience:

Judgement:

| People using this service experience **good** quality outcomes in this area. We have made this judgement using a range of evidence, including a visit to this service. |
| People live in a safe and well-maintained home that is homely, clean, comfortable, pleasant and hygienic. |

Evidence:

| The AQAA states that the home has been redecorated, new carpets have been fitted throughout, bathrooms and the kitchen has been refurbished. We looked in communal and some bedrooms and this was the case throughout. The service has a range of specialist equipment to meet the needs of service users, which include, hoists, wheelchairs and adjustable beds/chairs. The garden is well maintained and provides a pleasant, secure place for service users to enjoy. |
Staffing

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

| People have safe and appropriate support as there are enough competent, qualified staff on duty at all times. They have confidence in the staff at the home because checks have been done to make sure that they are suitable. People’s needs are met and they are supported because staff get the right training, supervision and support they need from their managers. |
| People are supported by an effective staff team who understand and do what is expected of them. |

This is what people staying in this care home experience:

Judgement:

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

Service users benefit from being supported by sufficient numbers of well trained staff and are protected by the home's recruitment policies and practices.

Evidence:

The AQAA states that the service has been successful in recruiting staff. Eleven staff are employed, seven have obtained or are working towards an NVQ 2 or above. Most staff responded to our survey ticked 'usually' when asked if there are enough staff to meet individual's needs. Both service users surveyed agreed the care staff and manager treat them well. Staff members undertake catering, laundry and domestic duties as well as care support duties. The rota showed that staffing levels are usually increased at times of need to ensure that choice, opportunities for social and individual activities and the management of emergencies are not compromised. Recruitment, induction and probation procedures are in place. Staff files contain appropriate reference checks and all staff have CRB checks. There is a comprehensive induction process that staff are supported to work through, staff agreed it covered everything they needed to know. Mandatory training is provided and staff receive updates, refresher and service specific courses as required, such as epilepsy. We looked at the records of two recently recruited staff, they showed they are working on, and completed their induction. All staff agreed they have been given enough training that is relevant to their role and helps them to understand individual's needs and keeps
Evidence:

them up to date with new ways of working. All Staff who responded to our survey agreed to feeling they have the right support, experience and knowledge to meeting the different needs of people.
Conduct and management of the home

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

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

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

This is what people staying in this care home experience:

Judgement:

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

Service users benefit from living in a home that is safe and responsive to their needs.

Evidence:

The AQAA states that the registered manager has the required qualification, experience, knowledge and competence to run the service, and was registered in December 2009 when the service was.

Staff said they are very clear or the expectations, duties and responsibilities of their role. The registered manager provides clear direction in an open and honest manner and they have the opportunity to express opinions at regular meetings. Records and certificates we looked at showed that regular health and safety checks had been carried out and staff receive relevant training. The registered manager confirmed that there are formal and informal systems in place for quality assurance.
Are there any outstanding requirements from the last inspection?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</table>

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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
<th>Timescale for action</th>
</tr>
</thead>
</table>
## 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.

<table>
<thead>
<tr>
<th>No.</th>
<th>Standard</th>
<th>Regulation</th>
<th>Requirement</th>
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<tbody>
<tr>
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</table>

### 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.

<table>
<thead>
<tr>
<th>No.</th>
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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.

<table>
<thead>
<tr>
<th>No</th>
<th>Refer to Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Good Practice Recommendations</td>
</tr>
</tbody>
</table>
Care Homes for Adults (18-65 years)

Helpline:

Telephone: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

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