

# Review of compliance

Sense East	
<b>Region:</b>	East
<b>Location address:</b>	55 Shipdham Road Toftwood Dereham Norfolk NR19 1JL
<b>Type of service:</b>	Care Home
<b>Date the review was completed:</b>	June 2011
<b>Overview of the service:</b>	This service is operated by Sense East and provides care for up to six tenants who have learning and physical disabilities and varying degrees of sensory loss. Sense East specialise in the provision of services to people with these needs. The building is a detached two storey house with an enclosed rear garden.

# Summary of our findings for the essential standards of quality and safety

## What we found overall

**We found that Sense East was meeting all the essential standards of quality and safety we reviewed.**

The summary below describes why we carried out the review, what we found and any action required.

### Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

### How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 25<sup>th</sup> March 2011, talked with people who use services, talked with staff and also looked at records.

### What people told us

People with whom we spoke stated they had enjoyed recent days out and also a trip to an exhibition where some people had taken part.

One comment made to us was 'I am happy here' and when asked about the trip out for the day we were told 'I enjoyed it but am tired now'.

Another person was smiling and wanted to tell us 'I am happy today and had a good time in the sun'.

## **What we found about the standards we reviewed and how well Sense East was meeting them**

### **Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run**

People using Sense East are included in discussions about their care and are also given any support to make these decisions. This means that staff know what each person needs and how each person chooses care and support to be given.

- Overall, we found that Sense East was meeting this essential standard

### **Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it**

People are provided with the appropriate treatment options and have the opportunity to make choices regarding any healthcare that is provided.

- Overall, we found that Sense East was meeting this essential standard

### **Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights**

The care plans contain clear information to ensure people are cared for in a way that suits them.

- Overall, we found that Sense East was meeting this essential standard

### **Outcome 5: Food and drink should meet people's individual dietary needs**

There are nutritious and appetising meals offered to people using the service who are able to choose what they eat and when they have meals.

- Overall, we found that Sense East was meeting this essential standard

### **Outcome 6: People should get safe and coordinated care when they move between different services**

The home works closely with local agencies to fully support the health and welfare of people.

- Overall, we found that Sense East was meeting this essential standard

### **Outcome 7: People should be protected from abuse and staff should respect their human rights**

Staff are trained to understand and recognise abuse, supporting people to be as safe as possible.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 8: People should be cared for in a clean environment and protected from the risk of infection**

We have found that Sense East is kept clean and tidy in all areas.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 9: People should be given the medicines they need when they need them, and in a safe way**

Medication is stored, recorded and handled correctly to support the well being and safety of people.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare**

The home has been adapted for ease of access and offers a safe environment with private external areas for people to use.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 11: People should be safe from harm from unsafe or unsuitable equipment**

Appropriate equipment is accessed for those needing it and records show equipment is regularly serviced and maintained.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 12: People should be cared for by staff who are properly qualified and able to do their job**

The home undertakes appropriate recruitment procedures and carries out background checks as required to support the safety and well being of people.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs**

Staffing levels are decided following any appropriate training and a full assessment of needs and activities, supporting the health and well being of people.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills**

Staff undertake an induction, receive appropriate training that is regularly refreshed and have supervision on a regular basis.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care**

A review of the quality of the service is carried out on a regular basis.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 17: People should have their complaints listened to and acted on properly**

People are given information about how to make a complaint and any complaints received are appropriately handled and fully recorded.

- Overall, we found that Sense East was meeting this essential standard

**Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential**

Records are stored appropriately and kept up to date to support the needs of every person using the service.

- Overall, we found that Sense East was meeting this essential standard

**What we found**  
for each essential standard of quality  
and safety we reviewed

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

**Compliant** means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*.

# Outcome 1: Respecting and involving people who use services

## What the outcome says

This is what people who use services should expect.

People who use services:

- Understand the care, treatment and support choices available to them.
- Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- Have their privacy, dignity and independence respected.
- Have their views and experiences taken into account in the way the service is provided and delivered.

## What we found

### Our judgement

**The provider is compliant** with outcome 1: Respecting and involving people who use services

.

### Our findings

**What people who use the service experienced and told us**  
People with whom we spoke stated they had enjoyed recent days out and also a trip to an exhibition where some people had taken part.

**Other evidence**  
People wishing to use Sense East are issued with an easy to understand contract or statement of terms and conditions with information about costs and what is included in the fees.

People are able to include any person or family member to provide support at meetings prior to any decision to accept support from Sense East. Staff explained that the needs of the person are reviewed and staff skills are then matched to these needs or additional staff training is undertaken if necessary.

There is a comprehensive service user guide available and this is explained in detail to the individual on a one to one basis. This enables staff to use the most appropriate method of communication, for example, sign language, Braille, deaf-blind manual or any other chosen method.

**Our judgement**

People using Sense East are included in discussions about their care and are also given any support to make these decisions. This means that staff know what each person needs and how each person chooses care and support to be given.

# Outcome 2: Consent to care and treatment

## What the outcome says

This is what people who use services should expect.

People who use services:

- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- Can be confident that their human rights are respected and taken into account.

## What we found

### Our judgement

**The provider is compliant** with outcome 2: Consent to care and treatment

### Our findings

**What people who use the service experienced and told us**

We did not speak to any of the people using the service directly about consent to care and treatment.

**Other evidence**

We have previously examined care plans and found that they contained comprehensive pre-admission assessments that gathered quality information, allowing clear and personal care plans to be developed. Care plans also covered areas of health and welfare needs.

We saw staff supporting people in a considerate way, providing choices and giving enough time for people to make their decisions. The home was full of activity and sounds of laughter as people had been out all day.

We have found that support needs are recorded on care plans and notes also

reflected the personal preferences of people. Care plans are revised when there is any change in needs or health and if there is no change then a review is undertaken at regular intervals.

**Our judgement**

People are provided with the appropriate treatment options and have the opportunity to make choices regarding any healthcare that is provided.

# Outcome 4: Care and welfare of people who use services

## What the outcome says

This is what people who use services should expect.

People who use services:

- Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

## What we found

### Our judgement

**The provider is compliant** with outcome 4: Care and welfare of people who use services

### Our findings

**What people who use the service experienced and told us**  
One comment made to us was 'I am happy here' and when asked about the trip out for the day we were told 'I enjoyed it but am tired now'.  
  
Another person who was waiting to be collected by family was very happy and told us they had a very good day and was 'happy to have gone out for the day'.  
  
People had recently been to an exhibition where they had chosen to exhibit some art work and one person had played the drums. When asked about playing the drums, we were told that this had been 'good' and the person confirmed they had chosen to play.

**Other evidence**  
Staff are available twenty four hours a day, trips and appointments are planned for and the appropriate amount of staff allocated for support. This ensures the safety, protection and welfare of people using the service.

Regular night checks are carried out and the dignity and comfort of people is supported by such things as ensuring lights are off as needed and staff spoke about recognising that it is people's home.

We have previously seen thorough care plans that support the holistic approach used by Sense East. Statements were seen that provided detailed information for staff to fully support the individual concerned. Likes and dislikes were set out again to ensure staff are fully aware of how to support each person in a way that suits them.

Staff expressed a good knowledge of how people like to be supported and fully included people in our discussions at this time.

**Our judgement**

The care plans contain clear information to ensure people are cared for in a way that suits them.

# Outcome 5: Meeting nutritional needs

## What the outcome says

This is what people who use services should expect.

People who use services:

- Are supported to have adequate nutrition and hydration.

## What we found

### Our judgement

**The provider is compliant** with outcome 5: Meeting nutritional needs

### Our findings

**What people who use the service experienced and told us**  
One person told us that they were looking forward to their evening meal that was being cooked.

**Other evidence**  
Every person is treated as an individual and as such everyone has a choice of what they eat and when they would like to have their meal.

Staff ask if anyone would like to help with cooking and also expressed a good awareness of what people like to eat. If people choose, they also go with staff to the shops and buy exactly what they would like to eat. Staff also explained that they do take note of just what people are eating and try to encourage healthy eating where possible.

**Our judgement**  
There are nutritious and appetising meals offered to people using the service who are able to choose what they eat and when they have meals.

# Outcome 6: Cooperating with other providers

## What the outcome says

This is what people who use services should expect.

People who use services:

- Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

## What we found

### Our judgement

**The provider is compliant** with outcome 6: Cooperating with other providers

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about cooperating with other providers.

**Other evidence**  
Sense East works with any external agencies and organisations as necessary. For example, to acquire any appropriate equipment and medical support that may be needed. Records have shown that regular appointments are undertaken to support the health and welfare of people, for example, doctors, physiotherapist, dentist and occupational therapist.

Services in the community are also accessed to provide as wide a range of activities as possible for people.

Good evidence was seen at this and previous visits regarding specialist support such as dieticians, speech & language therapists and community nurses.

Observations during visits also confirmed that service users' privacy and dignity are respected at all times

**Our judgement**

The home works closely with local agencies to fully support the health and welfare of people.

# Outcome 7: Safeguarding people who use services from abuse

## What the outcome says

This is what people who use services should expect.

People who use services:

- Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

## What we found

### Our judgement

**The provider is compliant** with outcome 7: Safeguarding people who use services from abuse

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about safeguarding people who use services from abuse.

**Other evidence**  
The induction course undertaken by staff when starting work includes training regarding the protection of vulnerable adults, health and safety, crisis prevention intervention and many other areas of safety. This training is also in line with the policies and procedures developed by Sense East and these meet with current legislation.

Staff have previously expressed a sound knowledge of matters relating to the protection of people using the service.

Safeguarding training is mandatory for all staff and is updated and refreshed as necessary. Moving and handling risk assessments are also undertaken to ensure the safety of people.

**Our judgement**

Staff are trained to understand and recognise abuse, supporting people to be as safe as possible.

# Outcome 8: Cleanliness and infection control

## What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the *Code of Practice for health and adult social care on the prevention and control of infections and related guidance*.

## What we found

### Our judgement

**The provider is compliant** with outcome 8: Cleanliness and infection control

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about cleanliness and infection control.

**Other evidence**  
All rooms we saw at this time were appropriately furnished and clean. Adaptations have been carried out to provide easy access to all areas.

We have observed an abundance of disposable, protective clothing and hand cleaning materials to enable the staff team to maintain effective infection control. We have also seen staff incorporate infection control best practice in their work, for example, using gloves and aprons while carrying out personal care and disposing of these on completion of their tasks.

We have also been told about the introduction of some new cleaning products that help to reduce the spread of infection.

**Our judgement**  
We have found that Sense East is clean and tidy in all areas.

# Outcome 9: Management of medicines

## What the outcome says

This is what people who use services should expect.

People who use services:

- Will have their medicines at the times they need them, and in a safe way.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

## What we found

### Our judgement

**The provider is compliant** with outcome 9: Management of medicines

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about the management of medicines.

**Other evidence**  
We discussed previous concerns about the temperature in the area where medication is stored and how this may potentially impact on medication. We were told that the temperature has been monitored and recorded following our previous inspection. The temperature recorded was found to be within the recommended range each time.

We also discussed the administration of pain relieving medication that is taken as needed. Staff explained that records now state when such medication is provided and exactly how many tablets have been taken.

All other areas of recording and storage of medication have been found to be appropriate and in line with guidance.

**Our judgement**  
Medication is stored, recorded and handled correctly to support the well being and

safety of people.

# Outcome 10: Safety and suitability of premises

## What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are in safe, accessible surroundings that promote their wellbeing.

## What we found

### Our judgement

**The provider is compliant** with outcome 10: Safety and suitability of premises

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about safety and suitability of premises.

**Other evidence**  
The service is regularly assessed for quality, safety and to ensure continued maintenance.

The building is suitably decorated and furnished for the comfort of people using the service.

A sensory room is available with equipment that has been donated partly by relatives of residents', obtained through the organisation and other contacts, offering an excellent facility for people. Outside, the garden area provides an enclosed space for people to enjoy at any chosen time.

**Our judgement**  
Sense East provides a safe and suitable environment for people to use.

# Outcome 11: Safety, availability and suitability of equipment

## What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- Benefit from equipment that is comfortable and meets their needs.

## What we found

### Our judgement

**The provider is compliant** with outcome 11: Safety, availability and suitability of equipment

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about safety, availability and suitability of equipment.

**Other evidence**  
Records, discussions and observations showed that any equipment needed for people in the home is obtained. There are risk assessments on care plans and any risk is minimised and managed. Staff are trained and have refresher training in the use of equipment such as slings and hoists. The records showed these are regularly serviced and there is a maintenance person who ensures this is undertaken and records are kept.

Full risk assessments are in place for any activity undertaken and risks are minimised and considered prior to any decisions being made.

Equipment is stored away to prevent any hazard and risk assessments are completed regarding mobility needs and specialist equipment is obtained as necessary.

**Our judgement**

Appropriate equipment is accessed for those needing it and records show equipment is regularly serviced and maintained.

# Outcome 12: Requirements relating to workers

## What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

## What we found

### Our judgement

**The provider is compliant** with outcome 12: Requirements relating to workers

### Our findings

**What people who use the service experienced and told us**  
Recruitment procedures are in line with legal requirements and all background and safety checks are carried out before anyone starts work. This means that people living in the home experience support from staff who have the correct skills.

**Other evidence**  
We have seen staff personnel records that clearly show the appropriate recruitment processes are in place for the protection of people.

All staff undertake an induction and mandatory training programme including such areas as moving and handling and health and safety. Staff have confirmed that all appropriate background checks are completed before they are able to start work.

Staff have regular supervision and have told us that they feel supported. There are appropriate policies and procedures that ensure recruitment meets current legislation and safeguards people using the service. Staff undergo appropriate training to enable them to provide the correct support. We have also been told that if staff ask for any specific training relevant to their role, this is then obtained.

We have observed staff supporting people appropriately and showing a good

knowledge of individual needs.

**Our judgement**

The home undertakes appropriate recruitment procedures and carries out background checks as required to support the safety and well being of people.

# Outcome 13: Staffing

## What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

## What we found

### Our judgement

The provider is compliant with outcome 13: Staffing

### Our findings

**What people who use the service experienced and told us**

We did not speak to any of the people using the service about staffing.

**Other evidence**

Staff complete a mandatory training programme with refresher and update courses being arranged as required. There are various training opportunities available to staff and undertaking NVQ at all levels is supported.

We observed staff dealing with people in an appropriate and considerate manner, displaying a sound knowledge of individual needs. We have observed adequate staffing levels to meet needs and staff were seen to have good communication skills.

Staff are trained to deliver quality care in a respectful and dignified manner and assessing individual needs dictates the staffing levels on any day.

**Our judgement**

Staffing levels are decided following any appropriate training and a full assessment

of needs and activities, supporting the health and well being of people.

# Outcome 14: Supporting workers

## What the outcome says

This is what people who use services should expect.

People who use services:

- Are safe and their health and welfare needs are met by competent staff.

## What we found

### Our judgement

**The provider is compliant** with outcome 14: Supporting workers

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about supporting workers.

**Other evidence**  
Staff are trained regularly and kept up to date with new requirements, making sure they are able to meet individual needs and do their job appropriately.

We were told that personal development and care needs for people in the home are discussed at supervision. Staff told us they would feel comfortable and confident discussing any matters with senior staff or management.

Discussions with staff, and records seen, confirmed that appropriate training is provided to ensure the correct support is given to service users. For example staff undertake training covering Moving & Handling, First Aid, Prevention of Abuse and Epilepsy Awareness.

**Our judgement**  
Staff undertake an induction, receive appropriate training that is regularly refreshed and have supervision on a regular basis.

# Outcome 16: Assessing and monitoring the quality of service provision

## What the outcome says

This is what people who use services should expect.

People who use services:

- Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

## What we found

### Our judgement

**The provider is compliant** with outcome 16: Assessing and monitoring the quality of service provision

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about assessing and monitoring the service provision

**Other evidence**  
Routines promote the independence of people and individual choices are encouraged and support is provided as needed.

Regular quality assurance audits are carried out with people using the service, their relatives, staff and external professionals being consulted for their views. The results of these audits provide information that helps to develop the services provided and any improvements are also made where necessary.

Additional information is obtained by the organisation through the regular completion of monitoring that includes direct observations, arranging appropriate training and regular supervision.

We have reviewed various records relating to areas of health and safety and these were found to be up to date. Fire alarms and other equipment are tested on a regular basis and these are completed within the required timescales.

Health and safety relating to fire, electrical and water checks are undertaken and recorded, as are risk assessments.

On our visit to the service we saw the premises were clean, comfortable and well maintained with no hazards noted.

Thorough risk assessments have been seen on care plans relating to any activities that have been chosen by individuals.

**Our judgement**

A review of the quality of the service provided is carried out on a regular basis.

# Outcome 17: Complaints

## What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.

## What we found

### Our judgement

**The provider is compliant** with outcome 17: Complaints  
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### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about complaints.

**Other evidence**  
We have previously seen that there is a complaints policy and procedure in place and any complaints are logged, detailing the nature of the complaint, the action taken and the outcome. The service is also aware of the requirement to inform CQC of certain issues should they arise.

Information about how to complain is set out in the appropriate format and is explained by staff on a one to one basis.

The service has not received any complaints during the last several months.

A copy of the complaints procedure is provided in the information folder kept in every room.

Staff training records have demonstrated that staff regularly receive training in

protecting vulnerable adults from abuse.

The actions of staff during this visit show that due consideration is given regarding the dignity and inclusion of people using the service.

**Our judgement**

People are given information about how to make a complaint and any complaints received are appropriately handled and fully recorded.

# Outcome 21: Records

## What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

## What we found

### Our judgement

**The provider is compliant** with outcome 21: Records

### Our findings

**What people who use the service experienced and told us**  
We did not speak to any of the people using the service about records.

**Other evidence**  
Staff keep records up to date, orderly and stored appropriately. We have seen that all relevant information needed to provide personal and appropriate support is recorded and updated as necessary.

Care plans and any personal details are stored securely when not being used, supporting the confidentiality of people using the service.

As previously stated, records relating to health and safety are also kept up to date.

**Our judgement**  
Records are stored appropriately and kept up to date to support the needs of every person using the service.

**Action**  
we have asked the provider to take

None

# What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

**Enforcement action:** These are actions we take using the criminal and/or civil procedures in the Health and Adult Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

## Information for the reader

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