

Key inspection report

Care homes for older people

Name:	Hailsham House Nursing Home.
Address:	New Road Hellingly Hailsham East Sussex BN27 4EW

The quality rating for this care home is:	two star good 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:
Deborah Calveley	1 9 1 0 2 0 0 9

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

Document Purpose	Inspection report
Author	Care Quality Commission
Audience	General public
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Internet address	www.cqc.org.uk

Information about the care home

Name of care home:	Hailsham House Nursing Home.
Address:	New Road Hellingly Hailsham East Sussex BN27 4EW
Telephone number:	01323442050
Fax number:	01323849134
Email address:	enquiries@hailshamhouse.co.uk
Provider web address:	

Name of registered provider(s):	Hailsham House (New Road) Ltd	
Name of registered manager (if applicable)		
Mrs Brigid Sedour		
Type of registration:	care home	
Number of places registered:	90	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	90	0
Additional conditions:		
(10 The registered person may provide the following category/ies of service only: Care home with Nursing (N) to service users of the following gender: Either whose primary care needs on admission to the home are within the following categories:		
The maximum number of service to be accommodated is 90.		

Date of last inspection								
Brief description of the care home								
Hailsham House is registered to provide nursing care for up to 90 people who have a dementia type illness. The home has been subject to a number of extensions over recent years and is now made up of four separate units, three of which have been purpose built as residential care accommodation. The original building, Holly unit provides places for up to 28 residents in single and double rooms. Most of which have an ensuite facility. There is a large lounge and								

Brief description of the care home

dining area on the ground floor with a further quiet lounge with a small kitchenette and laundry facilities specifically for those who are younger.

Ivy has 20 single rooms with a lounge and attached dining room on the ground floor. There are 17 rooms in Willow all rooms have en suite facilities and a lounge and separate dining room. Orchard unit has 25 single bedrooms with en suite facilities with the lounge and dining room separated by a corridor.

The home is situated in a rural area with pleasant gardens, which are safe for the people who use the service. There are no local amenities, public transport is limited and the nearest town is only accessible by car. The home has a parking area for staff and visitors.

The home provides nursing care and support to residents who are both privately funded and those who are funded by Social Services.

The home's literature states that the home's main aim is to provide care by addressing its residents' physical, emotional and spiritual needs and by promoting the right relationships between individuals themselves and others.

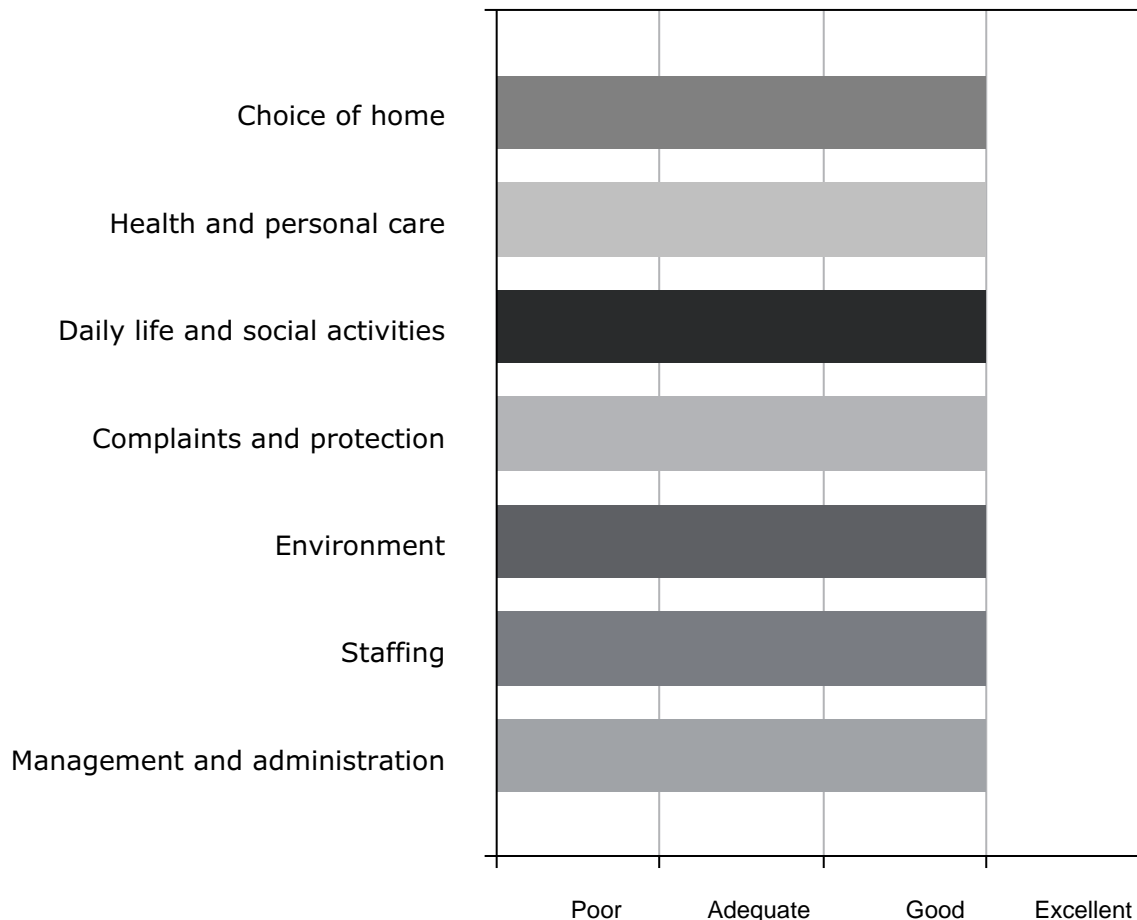
Summary

This is an overview of what we found during the inspection.

The quality rating for this care home is:

two star good service

Our judgement for each outcome:



How we did our inspection:

The reader should be aware that the Care Standards Act 2000 and Care Homes Regulation Act 2001 often use the term 'service user' to describe those living in care home settings. For the purpose of this report those living at Hailsham House will be referred to as 'residents'.

This was the first key inspection since being registered by the Care Quality Commission in April 2009. This key inspection that included an unannounced visit to the home and follow up contact with residents representatives and visiting health and social care professionals. This unannounced inspection was carried out over 8.5 hours on the 19 October 2009.

There were 77 residents living in the home on the day of which eight were case tracked and spoken with. During the site visit, ten other residents both male and female were also spoken with.

The purpose of this inspection was to inspect all key standards. During the inspection visit a range of documentation was viewed. These included the Service Users Guide, Statement of Purpose, care plans, medication records and recruitment files. Five members of the care team, three trained nurses were spoken with in addition to discussion with the registered manager Mrs Sedour and two senior unit managers. Telephone contact was made with visiting professionals following the visit and one health professional was spoken with following the inspection visit.

The response to the care quality commissions surveys was good and the information received from those and received verbally have been incorporated into this report. An Annual Quality Assurance Assessment was received from Mrs Sedour completed in full prior to this key inspection.

What the care home does well:

There is a detailed and informative Statement of Purpose and Service Users Guide that gives prospective residents the information required to enable them to make an informed choice about where they live.

There are robust admission processes to the home. A full needs assessment by a competent person is undertaken and the prospective resident and/or their representatives are assured in writing that their needs will be met before they move in. Three relatives confirmed they were involved in the admission process.

The menus evidence a well thought out balanced diet with a varied choice of food in line with residents preferences. Comments received included: 'The food is varied and tasty, my wife enjoys it' 'Good food and well presented'. Quality assurance systems are in place which enables the service to monitor and improve their service and ensure that the home is run in the best interests of residents. Comments received included: 'A well organised home' 'Approachable staff, efficient and courteous' The environment is clean, safe and comfortable and furnished to a good standard.

There is an open house policy which welcomes visitors at all reasonable times. 'I am always welcomed to the home and made to feel comfortable' 'I am greeted and offered tea throughout my visit'. Satisfactory arrangements are in place to safeguard residents finances.

Staff provision is well maintained with a robust recruitment practice being followed and appropriate numbers of suitably qualified staff working in the home.

The atmosphere of the home is pleasant with good interaction seen between residents and staff. The Comments received from residents and families regarding the care received included: 'It has a first class quality of care and support' 'Very friendly, listen well, very caring' 'On line care reports excellent as I work full time' 'The staff are always kind and courteous' 'I find it a great relief that my relative is in such a lovely place in calm, serene surroundings with such lovely people to tend to him'.

comments from two health professionals included: 'will identify patient health needs and seek advice and support for them. Patients individual needs taken into account and incorporated to daily activities'.

What has improved since the last inspection?

This was the first key inspection since the home was registered in April 2009.

What they could do better:

As discussed there are areas that still need developing in respect of care planning and medication, but these are areas that the manager has identified and were fully discussed. Therefore there are no requirements made at this time.

Some valuable comments were received from visitors in respect of areas that could be improved and these include: 'More variety of food at tea time' 'More social events and links between residents and their family and fiends'' More toilet and shower facilities and less offices' 'Lounges can be very noisy and it would be nice if they were positioned so that they can interact with each other if able'.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details on page 4.

The report of this inspection is available from our website www.cqc.org.uk. You can get printed copies from enquiries@cqc.org.uk or by telephoning our order line 0870 240 7535.

Details of our findings

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Requirements and recommendations from this inspection

Choice of home

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

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

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

This is what people staying in this care home experience:

Judgement:

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

The home provides prospective residents and relatives with a good level of information about the home its facilities services and the costs involved.

The admission procedures allow for the needs of prospective residents to be assessed by a competent person before admission ensuring that the home can meet the needs identified.

Evidence:

There is a comprehensive and informative Statement of Purpose and Service Users Guide in place that are written in plain English. The home have also produced these documents in an easy to use pictorial format introducing the staff and facilities of Hailsham House.

These documents gives prospective residents and their representatives the information they need to make an informed choice about where to live. It was confirmed whilst talking to visitors that the contract arrangements were clear and

Evidence:

understood. There is a copy of the terms and conditions of residency included in the homes information documents.

A review of the care documentation confirmed that pre-admission assessments are completed by a competent person.

The latest admissions to the home were identified and the records relating to the admission procedures followed were reviewed. This confirmed that pre-admission assessments are completed and provide an adequate assessment of prospective residents care needs. The information documented was seen to be brief in some assessments, but this was explained and was due to little information available.

Prospective residents are seen either in their home or hospital before admission and the input from relatives and other professionals is used whenever possible.

It was confirmed that the home confirms in writing that having regard to the assessment that the home can meet the assessed needs of the prospective resident.

Mrs Sedour was knowledgeable regarding the people who live in the home and stated that staff receive training in order to meet the residents differing and complicated needs.

Trial visits to the home can be arranged. It was confirmed that residents are invited to a trial period to ensure suitability of the home. This is clearly stated in the Statement of Purpose and in the statement of terms and conditions.

Intermediate care is not provided at Hailsham Home.

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 home was found to be meeting residents health and general needs with accessed additional specialist support when needed.

Medication practices in the home promote and protect the health needs of residents and the privacy and dignity of residents are promoted.

Evidence:

The care documentation pertaining to eight residents were reviewed as part of the inspection process, these residents were also visited and spoken with. Hailsham House have a computerized care plan for each resident that is comprehensive and includes risk assessments for their health and safety needs. The care plans were person centred and clearly identified the individual residents health, social and welfare needs with the expected outcome and steps for care staff to follow to ensure these needs are met in a consistent manner.

There was evidence to confirm that carers and trained nurses are recording the care provided and when spoken to said that they read and understood the plans of care. Staff also sign on having read the handover on the computer. The care plans

Evidence:

evidenced regular review and there are paper copies of risk assessments kept on their personal file.

The home use the services of one G.P surgery and there are surgeries held regularly as well as 'as required' visits. The home have also secured the services of a dementia specialist to monitor the mental health of the residents and who also provides guidance and training for staff.

The health needs of residents are adequately met with evidence of good multi-disciplinary working taking place on a required basis.

There are policies and procedures in place for staff to refer to regarding the safe administration, storage, disposal and recording of medication. It was confirmed that these are updated regularly. The systems in place for the recording and checking of controlled drugs were found in the main to be thorough. Medication Administration Charts were reviewed on each unit and found in the main to be competently completed. However on one unit medication was found to be out of stock for a couple of days. This was discussed and had been identified and is to be investigated by the management team therefore a requirement has not been made at this time.

The interaction between the staff and residents was observed to be positive and inclusive and the staff were seen to be treating residents in a respectful and dignified manner whilst attending to them. From direct observation the dignity and respect of the residents was being promoted by the staff at Hailsham House. Residents were dressed in appropriate clean clothing. Their personal hygiene needs were seen to be met and promoted.

Residents that were seen to be wandering restlessly were discretely supervised and directed by staff respectfully.

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.

The lifestyle and meals experienced by residents at this time meets their expectations choices and preferences.

Evidence:

There are two full time activity co ordinators employed by the home that provide activities for their residents on a daily basis. These include reminiscence therapy, games, videos, art and craft work and beauty sessions. The art work that residents have completed are displayed in the home. The home take photographs of the residents participating at events and enjoying parties and visiting entertainers. The activity co ordinators complete daily notes on residents activities and the level of participation for each session.

The home encourage residents to have choices in their everyday lives within a risk assessment framework. They can wander around the home choosing an area they wish to spend time in discretely supervised by the staff. This was confirmed by direct observation throughout the inspection visit.

The atmosphere in the home was inclusive and pleasant and from direct observation residents were seen being positively interacted with by the staff and the activity co-

Evidence:

ordinators. Residents birthdays are celebrated as are other occasions such as Valentines Day, Easter and Christmas.

The cook has been in post for three years and has a sound knowledge of residents likes and dislikes and the specialist meals required to meet their nutritional needs. Whilst there is no set alternative the residents can have what they want. The menus are rotated 4 weekly and change according to the season and demonstrates a varied and nutritious diet. The main meal served was seen to be attractively presented however the soft pureed diet was not and this was discussed during the visit. The food is prepared in the main kitchen and then dispensed to each unit and served by the senior nurse. This enables them to individualise each portion It was observed that the staff assisted residents with their meal in a discreet and respectful manner.

Throughout the site visit the staff were seen to be attentive in offering drinks and snacks.

Food and fluid records for all residents are completed daily.

The feedback from residents and relatives was positive regarding the quality and quantity of food provided and staff were seen asking and offering seconds to residents Comments received included 'Nice food, no complaints at all' 'Tasty and good quality, but could be more varied'.

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.

The home has a formal complaints system with evidence that residents and/or their representatives feel that their views are listened to and acted upon.

Staff receive training to protect residents from abuse.

Evidence:

The complaint policy and procedure is clear and uncomplicated and a copy of this is readily available in the home and in the Service Users Guide.

The system of recording complaints evidenced that complaints are taken seriously. It demonstrated that an investigation is undertaken within the timescales set and the outcome and action taken are clearly recorded. There have been two complaints received by the CQC which were referred to Mrs Sedour to investigate and these have been undertaken professionally and fully investigated with an outcome recorded in a timely fashion.

The home complaints procedure has been sent to all relatives together with a booklet issued by the Department of Health, a guide for relevant persons representatives called Deprivation of Liberty Safeguards (DOLS) The home have placed an Easy to Read DOLS booklet at reception. All staff are very aware of the policies in place in respect of restraint and restriction.

There are robust policies and procedures in place to protect residents from harm or

Evidence:

abuse and the facilities offer them a safe environment. All staff receive training in safe guarding vulnerable adults.

There is a whistle blowing policy in place which can be accessed by residents, relatives, professional visitors and staff. These are available on each unit within the home.

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.

Hailsham House provides a comfortable, clean and safe environment for those living in the home and visiting.

Evidence:

Hailsham House provides an attractive, well maintained and safe environment and meets its stated purpose and the aims and objectives of the home.

The gardens provide a safe and attractive area for residents to spend time if they should choose to. There is a continued plan of redecoration and upgrade in place at this time, which will provide most rooms with an ensuite facility.

There are adequate communal bathrooms and shower rooms in the home with specialist equipment which enables frail residents and those with a physical disability to enjoy the facilities available. Specialised equipment to encourage independence is provided e.g handrails in bathrooms, hoists, wheelchairs and lifts to all areas of the home. Call bells are provided in all areas of the home however the residents individual use of call bells could be reflected more in the care plan. There are systems in place for monitoring safety issues and all the rooms are routinely checked for safety, cleanliness and maintenance issues. The records in the home confirmed they were up to date.

Evidence:

The home was clean and fresh smelling. There is a cleaning schedule in place for each unit. The staff were observed following safe practices in respect of infection control measures and there are policies and procedures readily available for staff to refer to. The laundry room is situated at the rear of the premises and provides a satisfactory service. There are plans to enlarge this area and update in the near future.

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.

There is sufficient trained and competent staff on duty at all times to meet the assessed needs of the residents.

Robust recruitment procedures and appropriate staff training ensure the safety and protection of residents.

Evidence:

From direct observation and from viewing the staffing rota, it evidenced that there were appropriate numbers of trained and competent staff on duty over a 24 hour period to care for the residents. The fire safety risk assessments and resident dependency levels are taken into consideration when reviewing staffing levels at night.

It was confirmed by the manager that there is flexibility of the staffing levels and they are adjusted according to the changing needs of the residents. Staff confirmed that the home had enough staff to give the level of care they expect and need. In addition to care staff separate staff are employed for ancillary roles.

A selection of staff recruitment files were viewed and demonstrated that there is a thorough and robust recruitment process in place to protect their residents.

The documentation in the files supported the information supplied in the AQAA that all staff receive a thorough induction to the home. All new staff complete a trial period to

Evidence:

ensure that the job is suitable for them.

Staff spoken with said that training opportunities are good and interesting. The appointed manager has introduced a training matrix which enables the management team to track the training needs. This ensures that all staff receive the training required to perform their job competently and therefore promoting the health and well being of the residents living in the home.

There is an induction programme in place and has been introduced for all staff. Files seen confirmed this. The induction and foundation training is in line with the Skills for Care guidance.

This leads into foundation training in preparation of National Vocational Qualification (NVQ) training. At present 19 of the 56 care staff have a NVQ.

Management and administration

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

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

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

This is what people staying in this care home experience:

Judgement:

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

The overall management of this home is good with effective systems in place to protect residents.

Evidence:

The registered manager Mrs Sedour commenced employment on the 11/11/08 and was registered in May 2009. She has worked in a variety management positions in the care profession and has the experience of managing large care homes. She is a level one registered nurse and has the necessary qualifications and experience to run the home effectively. The feedback from surveys and from talking with staff and visitors the manager is approachable, efficient and visible.

There are systems in place to monitor the quality in the home and include the use of questionnaires. It was confirmed and evidenced that these are audited reported on and responded to. There are resident relative meetings and staff meetings which are minuted and form part of the quality assurance system. The complaints received are also audited and responded to.

Evidence:

There are no residents at present who are responsible for their own finances: relatives and solicitors support the majority, while the home does not handle the financial affairs of residents. It was confirmed that the system used for added costs such as hairdressing and chiropody provides an audit trail of how transactions are managed. Thus safeguarding their financial interests.

Evidence was seen that regular supervision sessions have been and the staff spoken with confirmed that they are now receiving regular supervision.

Mrs Sedour confirmed and the staff training records show that all staff are kept updated on the Health and Safety policies. The manual is available to all and clearly defined with regularly updated policies and procedures and best practice guidelines. This ensures that the health safety and welfare of the people using the service are both protected and promoted.

The accident book was competently completed and the organisation conduct an audit monthly and strategies are put in to place for prevention of a recurrence. First aid boxes are located in the home and easily assessable when required.

Good practice was seen throughout the site visit in the promotion and protection of the safety, well being and health of their residents.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

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

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

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

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

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

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

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

No	Refer to Standard	Good Practice Recommendations

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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