



Making Social Care
Better for People

inspection report

Fostering Services

Quality Foster Care Limited

305a High Road

Benfleet

Essex

SS7 5HA

6th July 2004

Commission for Social Care Inspection

Launched in April 2004, the Commission for Social Care Inspection (CSCI) is the single inspectorate for social care in England.

The Commission combines the work formerly done by the Social Services Inspectorate (SSI), the SSI/Audit Commission Joint Review Team and the National Care Standards Commission.

The role of CSCI is to:

- Promote improvement in social care
- Inspect all social care - for adults and children - in the public, private and voluntary sectors
- Publish annual reports to Parliament on the performance of social care and on the state of the social care market
- Inspect and assess 'Value for Money' of council social services
- Hold performance statistics on social care
- Publish the 'star ratings' for council social services
- Register and inspect services against national standards
- Host the Children's Rights Director role.

Inspection Methods & Findings

SECTION B of this report summarises key findings and evidence from this inspection. The following 4-point scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The 4-point scale ranges from:

- 4 - Standard Exceeded (Commendable)
- 3 - Standard Met (No Shortfalls)
- 2 - Standard Almost Met (Minor Shortfalls)
- 1 - Standard Not Met (Major Shortfalls)

'O' or blank in the 'Standard met?' box denotes standard not assessed on this occasion.

'9' in the 'Standard met?' box denotes standard not applicable.

'X' is used where a percentage value or numerical value is not applicable.

FOSTERING SERVICE INFORMATION

Local Authority Fostering Service?

NO

Name of Authority

Address

Local Authority Manager

Tel No:

Address

Fax No:

Email Address

Registered Fostering Agency (IFA)

YES

Name of Agency

Quality Foster Care Limited

Tel No

01268 795597

Address

305a High Road, Benfleet, Essex, SS7 5HA

Fax No

01268 7543333

Email Address

admin@qualityfostercare.co
m

Registered Number of IFA

I060000345

Name of Registered Provider

Quality Foster Care Limited

Name of Registered Manager (if applicable)

Mrs Margaret Crompton

Date of first registration

19th January 2004

Date of latest registration certificate

19th January 2004

Registration Conditions Apply ?

YES

Date of last inspection

N/A

Date of Inspection Visit		5th July 2004	ID Code
Time of Inspection Visit		09:00 am	
Name of Inspector	1	Patricia Stanton	131052
Name of Inspector	2	Jackie Graves	107597
Name of Inspector	3		
Name of Inspector	4		
Name of Lay Assessor (if applicable) Lay assessors are members of the public independent of the CSCI. They accompany inspectors on some inspections and bring a different perspective to the inspection process.			
Name of Specialist (e.g. Interpreter/Signer) (if applicable)			
Name of Establishment Representative at the time of inspection		Maggie Crompton	

Introduction to Report and Inspection

Inspection visits

Description of Fostering Service

Part A: Summary of Inspection Findings

Reports and Notifications to the Local Authority and Secretary of State

Implementation of Statutory Requirements from last Inspection

Statutory Requirements from this Inspection

Good Practice Recommendations from this Inspection

Part B: Inspection Methods & Findings

(National Minimum Standards For Fostering Services)

1. Statement of purpose

2. Fitness to carry on or manage a fostering service

3. Management of the fostering service

4. Securing and promoting welfare

5. Recruiting, checking, managing, supporting and training staff and foster carers

6. Records

7. Fitness of premises

8. Financial requirements

9. Fostering panels

10. Short-term breaks

11. Family and friend carers

Part C: Lay Assessor's Summary (where applicable)

Part D: Provider's Response

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D.2. Action Plan

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INTRODUCTION TO REPORT AND INSPECTION

Independent and local authority fostering services which fall within the jurisdiction of the Commission for Social Care Inspection (CSCI) are subject to inspection, to establish if the service is meeting the National Minimum Standards for Fostering Services and the requirements of the Care Standards Act 2000, the Fostering Services Regulations 2002 and the Children Act 1989 as amended.

This document summarises the inspection findings of the CSCI in respect of Quality Foster Care Limited. The inspection findings relate to the National Minimum Standards for Fostering Services published by the Secretary of State under sections 23 and 49 of the Care Standards Act 2000, for independent and local authority fostering services respectively.

The Fostering Services Regulations 2002 are secondary legislation, with which a service provider must comply. Service providers are expected to comply fully with the National Minimum Standards. The National Minimum standards will form the basis for judgements by the CSCI in relation to independent fostering agencies regarding registration, the imposition and variation of registration conditions and any enforcement action, and in relation to local authority fostering services regarding notices to the local authority and reports to the Secretary of State under section 47 of the Care Standards Act 2000. The report follows the format of the National Minimum Standards and the numbering shown in the report corresponds to that of the standards.

The report will show the following:

- Inspection methods used
- Key findings and evidence
- Overall ratings in relation to the standards
- Compliance with the Regulations
- Notifications to the Local Authority and Reports to the Secretary of State
- Required actions on the part of the provider
- Recommended good practice
- Summary of the findings
- Report of the Lay Assessor (where relevant)
- Providers response and proposed action plan to address findings

This report is a public document.

INSPECTION VISITS

Inspections will be undertaken in line with the agreed regulatory framework with additional visits as required. This is in accordance with the provisions of the Care Standards Act 2000. The following inspection methods have been used in the production of this report. The report represents the inspector's findings from the evidence found at the specified inspection dates.

BRIEF DESCRIPTION OF THE SERVICES PROVIDED.

Quality Foster Care is a new small independent fostering agency in South Benfleet, Essex situated in the main high street close to all local transport, shops and amenities.

The agency is based in a small two story building and comprises of a kitchen diner on the ground floor, two offices, a meeting room and bathroom w.c on the first floor. At the rear of the premises is parking for staff and a large public car park.

The premises is decorated and furnished to a good standard with some facilities in the agency for children to play and a small contact room for foster carers to meet staff in private.

The agency has been operating from 12th May 2003 and at inspection the premises were adequate for the number of agency staff, foster carers and foster children placed however this will need to be reviewed as the agency develops and grows.

The agency conducts all large meetings at another location locally called Kite's based in Westcliff which is an approved children's centre. These premises were not inspected on this occasion.

PART A SUMMARY OF INSPECTION FINDINGS

Inspector's Summary

(This is an overview of the inspector's findings, which includes good practice, quality issues, areas to be addressed or developed and any other concerns.)

Quality Foster Care was inspected for the first time on 6th July 2004 when all standards were inspected and elements of each standard reviewed. Records, practices, policies and procedures have only been sampled at the inspection. At future inspections other issues may come to light when different items are sampled or different people are spoken to.

As part of the fostering methodology, questionnaires were sent to foster carers, children over the age of eight, child protection teams and placing social workers. Responses were received from four children one less than 8 years of age, three carers and two placing social workers. Written responses were very complimentary about the agency and specific responses are recorded in the body of the report.

Quality Foster Care is a new small independent fostering agency based in South Benfleet, Essex. All fostering placements are placed within a 25-mile radius of the premises and the service offers placements to children and young people under 18 years old. During the initial placement period the agency offer both emotional and educational assessment for all children and young people. Foster carers receive regular supervision support training and a 24-hour call out service by a qualified social worker. The agency offers assistance with family contact for young people and children by way of transport and supervision if required. During inspection it was evidenced the agency is well managed and there are good support systems in place for both staff carers and children. Foster carers receive training from the agency that is meaningful and relevant and have access to written information, which is clear, detailed and comprehensive. Carers feel they are treated in a professional way by the agency and all children spoken to at inspection appeared happy with their foster placements.

The agency has made a great effort to meet the national minimum standards and seeks to develop the service it offers and has excellent agency policies and procedures produced by the registered manager. Few requirements and recommendations were made during inspection.

At inspection the agency was seen to be very supportive to foster carers and children and demonstrated matching and placements were thoroughly assessed through the F form. All carers and children are seen by the agency on a regular basis and support is available 24 hours per day.

The inspector would like to thank the registered manager, her deputy, the registered person, foster carers and all young people and children for their hospitality assistance and contributions during the inspection.

Reports and Notifications to the Local Authority and Secretary of State

(Local Authority Fostering Services Only)

The following statutory Reports or Notifications are to be made under the Care Standards Act as a result of the findings of this inspection:

Report to the Secretary of State under section 47(3) of the Care Standards Act 2000 that the Commission considers the Local Authority's fostering service satisfies the regulatory requirements:

NO

Notice to the Local Authority under section 47(5) of the Care Standards Act 2000 of failure(s) to satisfy regulatory requirements in their fostering service which are not substantial, and specifying the action the Commission considers the Authority should take to remedy the failure(s), informing the Secretary of State of that Notice:

NO

Report to the Secretary of State under section 47(4)(a) of the Care Standards Act of a failure by a Local Authority fostering service to satisfy regulatory requirements which is not considered substantial:

NO

Report to the Secretary of State under section 47(1) of the Care Standards Act 2000 of substantial failure to satisfy regulatory requirements by a Local Authority fostering service:

NO

The grounds for the above Report or Notice are:

Implementation of Statutory Requirements from Last Inspection

Requirements from last Inspection visit fully actioned?

NA

If No please list below

STATUTORY REQUIREMENTS

Identified below are areas not addressed from the last inspection report which indicate a non-compliance with the Care Standards Act 2000 and Fostering Services Regulations 2002.

No.	Regulation	Standard	Required actions	
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Action is being taken by the Commission for Social Care Inspection to monitor compliance with the above requirements.

COMPLIANCE WITH CONDITIONS OF REGISTRATION (IF APPLICABLE)

(Registered Independent Fostering Agencies only)

Providers and managers of registered independent fostering agencies must comply with statutory conditions of their registration. The conditions applying to this registration are listed below, with the inspector's assessment of compliance from the evidence at the time of this inspection.

Condition	Compliance	NO
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Condition	Compliance	
Comments		

Lead Inspector	<u>Patricia Stanton</u>	Signature	_____
Second Inspector	<u>Jackie Graves</u>	Signature	_____
Regulatory Manager	<u>Gwen Buckley</u>	Signature	_____
Date	<u>6/7/04</u>		_____

STATUTORY REQUIREMENTS IDENTIFIED DURING THIS INSPECTION

Action Plan: The appropriate Officer of the Local Authority or the Registered Person (as applicable) is requested to provide the Commission with an Action Plan, which indicates how requirements are to be addressed. This action plan will be made available on request to the Area Office.

STATUTORY REQUIREMENTS

Identified below are areas addressed in the main body of the report which indicate non-compliance with the Care Standards Act 2000, the Children Act 1989, the Fostering Services Regulations 2002, or the National Minimum Standards for Fostering Services. The Authority or Registered Person(s) is/are required to comply within the given time scales in order to comply with the Regulatory Requirements for fostering services.

No.	Regulation	Standard *	Requirement	
1	3.1 (a) (b) 3.3	FS1	<p>The registered person must provide a clear statement of purpose giving details of the services the fostering agency provide, including numbers of carers and children that may be placed by the agency, with the procedures for recruiting, approving, training, supporting and reviewing foster carers.</p> <p>The registered person must provide a children's guide to each child placed that is relevant to the child's age and understanding.</p>	1/10/04
2	23	FS3	<p>The registered person must ensure there are adequate security arrangements at the premises to ensure records and information technology are stored safely at all times.</p> <p>This refers to the security of the entrance and office door.</p>	1/9/04
3	42	FS4	<p>The registered person must ensure there are regular clear monitoring and auditing of the service to ensure quality assurance which must include seeking views and opinions of foster children, foster carers and their own children, placing social workers, the fostering panel and any other relevant stakeholders.</p> <p>A report should be sent to the C.S.C.I.</p>	1/10/04

4	33	FS8	The registered manager must ensure the fostering service seeks records and care plans from the local authority prior to placement of any child or young person to ensure the placement is carefully matched with a carer who is capable of meeting the child or young persons assessed needs.	1/9/04
5	20 3 (b) Schedule 1 22 schedule 2	FS17FS15	The registered manager must ensure a record of staff qualifications and identification are kept on file.	1/09/04
6	22 Schedule 2	FS24	The agency must ensure a comprehensive record is kept and maintained for each child. This refers to the foster agency child register and local authority care plan.	1/10/04

GOOD PRACTICE RECOMMENDATIONS FROM THIS INSPECTION

Identified below are areas addressed in the main body of the report which relate to the National Minimum Standards and are seen as good practice issues which should be considered for implementation by the Authority or Registered Person(s).

No.	Refer to Standard *	Recommendation Action
1	FS1	The agency should include in the statement of purpose that as part the agency admission procedure the agency will not accept children without records first from the local authority.
2	FS2	It is recommended the registered manager is qualified in NVQ 4 in Management by 2005.
3	FS20	All staff should receive regular supervision and appraisals, which are planned in advance from their line manager with records, and signatures kept on file.
4	FS23	The agency ensure carers are suitably trained in challenging behaviour, signs of child prostitution, first aid, health promotion and communicable diseases.
5	FS26	The agency should carry out regular fire drills at different times with dates and times recorded.
6	FS11	The agency should record opinions and views of children on all matters affecting them; including day-to-day matters in care plans and records.

7	FS17	The registered manager must ensure one member of staff is on duty at all times who is qualified to give first aid.
8	FS14	The registered manager should ensure the local authority submits review and pathway plans for young people to prepare for adult living skills.
9	FS12	The foster agency should ensure all consent for foster carers to administer home remedies and first aid is complete.

* Note: You may refer to the relevant standard in the remainder of the report by omitting the 2-letter prefix e.g FS10 refers to Standard 10.

PART B INSPECTION METHODS & FINDINGS

The following inspection methods have been used in the production of this report

Number of Inspector days spent	10
Survey of placing authorities	YES
Foster carer survey	YES
Foster children survey	YES
Checks with other organisations and Individuals	
• Directors of Social services	YES
• Child protection officer	YES
• Specialist advisor (s)	NO
• Local Foster Care Association	NO
Tracking Individual welfare arrangements	YES
• Interview with children	YES
• Interview with foster carers	YES
• Interview with agency staff	YES
• Contact with parents	YES
• Contact with supervising social workers	NO
• Examination of files	YES
Individual interview with manager	YES
Information from provider	NO
Individual interviews with key staff	YES
Group discussion with staff	YES
Interview with panel chair	YES
Observation of foster carer training	NO
Observation of foster panel	YES
Inspection of policy/practice documents	YES
Inspection of records	YES
Interview with individual child	YES
Date of Inspection	6/7/04
Time of Inspection	09.00
Duration Of Inspection (hrs)	61

The following pages summarise the key findings and evidence from this inspection, together with the CSCI assessment of the extent to which the National Minimum Standards have been met. The following scale is used to indicate the extent to which standards have been met or not met by placing the assessed level alongside the phrase "Standard met?"

The scale ranges from:

- | | |
|-------------------------|--------------------|
| 4 - Standard Exceeded | (Commendable) |
| 3 - Standard Met | (No Shortfalls) |
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"9" in the "Standard met?" box denotes standard not applicable.

"X" is used where a percentage value or numerical value is not applicable.

Statement of Purpose

The intended outcome for the following standard is:

- **There is clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.**

Standard 1 (1.1 - 1.6)

There is a clear statement of the aims and objectives of the fostering service and of what facilities and services they provide.

Key Findings and Evidence

Standard met?

2

The agency has a statement of purpose which contains the agencies status, management structure, staffing levels with qualifications and experience, aims and objectives and details of the services provided by Quality Foster Care but does not give details of the numbers of foster carers and children that may be placed by the agency or procedures for recruiting, approving, training, supporting or reviewing carers.

At inspection some carers stated they had not seen the agencies statement of purpose but had copies of the carers handbook, which gave most of the above information.

The children service users guide was comprehensive and detailed but not in a suitable format appropriate to young children or young people. One young person stated they had not received a copy and another stated they had received a copy but had not read it.

It is recommended the agency adapt a children's service user guide and children's complaints procedures in a format suitable for young people.

The agency must include in the statement of purpose the following:

The numbers of foster carers and children the service provides placement for, the procedures for recruiting, approving, training, reviewing and supporting foster carers and it is recommended the agency's admission procedure is included in the statement of purpose stating, the agency do not accept children for placement without receiving records first of the child's local authority care plan with past reviews.

Fitness to Carry On or Manage a Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is provided and managed by those with the appropriate skills and experience to do so efficiently and effectively and by those who are suitable to work with children.

Standard 2 (2.1 - 2.4)

The people involved in carrying on and managing the fostering service possess the necessary business and management skills and financial expertise to manage the work efficiently and effectively and have the necessary knowledge and experience of childcare and fostering to do so in a professional manner.

Key Findings and Evidence

Standard met?

3

All staff in the agency have appropriate job descriptions and defined roles. The registered manager ensures staff are reviewed and kept up to date. The registered manager is a qualified social worker and counsellor with experience in child reviewing, team management and adolescent but at the time of inspection no qualification in management. The responsible person is appropriately qualified and completed training in quality assurance, matching, child protection, attachment, legalisation, safe care and foster carers role and administration and project management to enables her to fulfil the role of business and financial manager. The agency was observed to be financially viable following examination of records pre inspection questionnaire from carers and discussions with the registered person. The agency supply all placing authorities with a schedule of payment and statement of purpose. Foster carers receive an appropriate contract of interest, which was examined and found to be appropriately signed by relevant parties.

It is recommended the registered manager complete training in NVQ 4 in management by 2005.

Standard 3 (3.1 - 3.4)

Any persons carrying on or managing the fostering service are suitable people to run a business concerned with safeguarding and promoting the welfare of children.

Key Findings and Evidence

Standard met?

3

There are three staff members working for the agency, which include the responsible person, the registered manager and the deputy senior practitioner. The registered manager and her deputy both have experience in social work, leadership, nursing, management, child protection, specialised adolescence, adoption and fostering work. The registered manager and the deputy manager cover the service between them 24-hours per day. Foster cares spoken to and evidence from pre inspection questionnaires evidenced appropriate staff were always available for support 24 hours per day. The registered manager stated if herself or her deputy were unable to work they would contact a known recommended social worker to cover the agency for support and on call support system. The agency would not use agency staff. The agency visit children placed regally in their homes and inform them how to make complaints and arrangements for contacting staff in the agency.

All staff records examined confirmed the foster agency staff had been appropriately checked

by the Criminal Records Bureau staff when questioned were aware of the signs of child abuse and the procedures for protecting and reporting abuse. The agency has an appropriate child protection and whistle blowing policy.

The registered person stated all calls to the agency are carefully monitored and no information is given out without careful screening. The inspector tested the staff regarding possible scenarios for a young persons contacting the agency with regard to child protection matters and appropriate answers were given to ensure foster children were protected.

The agency has a policy for carers regarding safety in the home, managing difficult behaviour and appropriate punishment.

At inspection during home visits the inspector found that all foster carers had appropriate first aid boxes, smoke alarms and restricted internet on computers assessable to young people. When asked children and young people stated they had only received appropriate punishments in line with the policy and never been subject to corporal punishment since being placed.

It was noted the entrance of the agency was not secure during the day and keys to the entrance and agency rooms left within reach of the entrance. The inspector requested the keys were removed and this was given immediate attention by the registered person.

It is recommended the agency ensure one member of staff is always on duty in the agency that is qualified to give first aid.

Management of the Fostering Service

The intended outcomes for the following set of standards are:

- The fostering service is managed ethically and efficiently, delivering a good quality foster care service and avoiding confusion and conflicts of role.

Standard 4 (4.1 – 4.5)

There are clear procedures for monitoring and controlling the activities of the fostering service and ensuring quality performance.

Key Findings and Evidence

Standard met?

3

The agency has a quality assurance and monitoring policy but as yet not completed a quality assurance report.

The responsible person stated the quality assurance monitoring for the agency will be completed annually and available later this year on the anniversary of the registration of the agency. This will include opinions sought from foster children; foster carers own children, placing social workers, foster carers, foster panel, the agencies counsellor and the educationalist.

A copy of the report will be sent to the C.S.C.I.

The registered person must establish and maintain a system for monitoring the service at appropriate intervals to improve the quality of care provided by the agency and a copy of the report sent to the C.S.C.I.

Number of statutory notifications made to CSCI in last 12 months:

0

Death of a child placed with foster parents.

0

Referral to Secretary of State of a person working for the service as unsuitable to work with children.

0

Serious illness or accident of a child.

0

Outbreak of serious infectious disease at a foster home.

0

Actual or suspected involvement of a child in prostitution.

0

Serious incident relating to a foster child involving calling the police to a foster home.

0

Serious complaint about a foster parent.

0

Initiation of child protection enquiry involving a child.

1

Number of complaints made to CSCI about the agency in the past 12 months:

0

Number of the above complaints which were substantiated:

0

Standard 5 (5.1 - 5.4)**The fostering service is managed effectively and efficiently.****Key Findings and Evidence****Standard met?**

4

The registered manager has a job description, which sets out her duties and responsibilities. The registered manager does not perform any other work outside the agency or organisation and was observed to be very committed and involved in the setting up the agency. The registered manager was congratulated for her work in producing all the agencies effective policies and procedures.

It was observed at inspection the registered manager was supportive to all foster carers and foster children.

This is good practice.

Securing and Promoting Welfare

The intended outcome for the following set of standards is:

- The fostering service promotes and safeguards the child/young person's physical, mental and emotional welfare.

Standard 6 (6.1 - 6.9)

The fostering service makes available foster carers who provide a safe, healthy and nurturing environment.

Key Findings and Evidence

Standard met?

3

During inspection the inspector visited four foster carers home. All homes seen evidenced foster children were happy accommodated in safe, healthy and nurturing homes, which were clean and hygienic. All children visited during inspection had their own bedroom, which was personalised, and age appropriate and young people confirmed they were given privacy as required and able to take time out.

Foster carers are given a carers guide from the agency regarding requirements for a safe home and it was observed carers had a first aid box, smoke detector, locked medicine cabinet and restricted internet on computers.

Records kept in the home were stored inconsistently and it is recommended the agency set out clear protocols to ensure records are stored appropriately at all times.

Carers evidenced they had taken up the appropriate home and car insurance required for fostering children.

One home with young children accommodated demonstrated children had access to age appropriate toys.

Standard 7 (7.1 - 7.7)

The fostering service ensures that children and young people, and their families, are provided with foster care services which value diversity and promote equality.

Key Findings and Evidence

Standard met?

3

It was noted at inspection foster carers respected the different needs of the foster children placed in their care and confirmed any information they required was available in carer's handbooks or at the agency. One carer stated how she encouraged her teenage foster child to access information regarding sexual health.

It was also noted from observation and foster carers diaries that carers promoted foster children's self worth by encouraging them to participate in hobbies and positive activities.

One example was a foster carer had encouraged her foster child to participate in karate to redirect displays of bullying and challenging behaviour. This had a positive outcome, as the foster child's behaviour improved. Files confirmed one foster parent discourage anti discrimination behaviour when the child was verbally disrespectful to homosexuals.

Children spoken to at inspection stated how they were encouraged by their foster parents to participate in a number of activities including football, swimming, art, family BBQs and special time when foster parents give one to one to children in their care i.e. play a game or complete a puzzle.

It was observed during inspection that foster children were confident to speak out to the inspector and showed positive affection to their carers and vice versa.

All foster children at inspection confirmed they received appropriate pocket money regularly

from their carers and were seen to be dressed in good quality child appropriate age clothes. Files of one carer demonstrated the foster carer had sought information regarding the child's culture and background and proceeded to cook the child foods from her country of origin and try to learn the foreign language of the foster child to promote a sense of belonging and self worth for the child.
This is good practice.

Standard 8 (8.1 - 8.7)

Local authority fostering services, and voluntary agencies placing children in their own right, ensure that each child or young person placed in foster care is carefully matched with a carer capable of meeting her/his assessed needs. For agencies providing foster carers to local authorities, those agencies ensure that they offer carers only if they represent appropriate matches for a child for whom a local authority is seeking a carer.

Key Findings and Evidence

Standard met?

2

Sampled files confirmed the agency did not always receive appropriate history or Local Authority care plans prior to placing children despite being requested by the agency. The local authority was slow to arrange reviews and share relevant information. One carer stated a social worker had visited her home following placement of a child and informed her of vital information which was withheld prior to placement. The agency had managed to offer carers only children with appropriate matching but this was due to the agencies good matching skills and not from information received from local authorities. One file demonstrated a carer requested not to have children initially from another culture until receiving appropriate training skills. A home visit confirmed the child placed matched the requirements of the carers and the foster panel. All pre assessments to date have been completed by the agencies senior supervisor social worker and the manager of the agency and files evidenced these were through comprehensive and informative. At panel meetings it was clear the senior social worker had made thorough assessments of carers as sampled minutes confirmed the foster panel frequently commented on the excellent detailed assessments made by the agencies senior social worker stating. "This was another well written and well presented report and the applicant was very impressive." All staff in the agency have received appropriate matching training and during inspection all young people placed appeared well matched. Sampled files confirmed foster carers who previously were approved by another agency had appropriate termination periods before joining the agency. Children spoken to during inspection stated they felt foster carers took into account their needs and wishes and encouraged contact with family and significant others when appropriate. During inspection a foster children's mother was seen to be made welcome by carers and told the inspector she felt included in her children life because of the carer was supportive to her. This is good practice. Emergency and non-emergency placement must be addressed with regard to the agency receiving a statement by the responsible authority contain all the information which the authority considers necessary to enable foster parents to care for the child, in particular the arrangements for the child and the objectives, the child's personal history, religious persuasion and cultural linguistic background and racial origin. The child health and

identified needs, for special equipment and adaptation, the child educational needs and the authorities arrangements for financial support for the child during placement. The arrangements for consent to medical or dental examination or treatment and advance approval for the responsible authority for the child to take part in school trips, overnight stays away from foster parents home and all contact arrangements and details of court orders relating to contact.

It is recommended the agency include in the statement of purpose a provision that as part of the admission process the agency must receive all relevant information as above prior to placement of any foster child with the agency.

Standard 9 (9.1 - 9.8)

The fostering service protects each child or young person from all forms of abuse, neglect, exploitation and deprivation.

Key Findings and Evidence

Standard met?

3

All new carers attend all parts of the induction-training programme, which includes child protection procedures and files evidenced carers read and signed all policies and procedures relating to child abuse. During inspection carers appeared fully conversant with the signs of abuse and the procedures for reporting abuse to the agency but admitted they were not fully aware of the sign of child prostitution. Carers stated if they identified any areas of weakness in training the agency included this in their training programme. The agency have an appropriate guideline regarding punishments and during inspection carers were seen to use appropriate related punishments for children such as the withdrawal of pocket money, early night or the forgoing a leisure activity. Both foster children and carers stated corporal punishment is never appropriate or used. One sampled file confirmed one foster child had been subject to bullying at school and the child carers acted appropriately to support the child. The inspector noted all foster children seen and spoken to at inspection appeared nurtured, happy healthy and well. This is good practice. It is recommended the agency train all carers on the signs relating to child prostitution.

Percentage of foster children placed who report never or hardly ever being bullied:

6

90%

Standard 10 (10.1 - 10.9)

The fostering service makes sure that each child or young person in foster care is encouraged to maintain and develop family contacts and friendships as set out in her/his care plan and/or foster placement agreement.

Key Findings and Evidence

Standard met?

4

The inspector noted the agency have an appropriate policy regarding contact and placed considerable emphasis on the importance of contact for children. Carers dairies, pre questionnaires from children and carers evidenced contact was maintained as set out in the children's care plan and one young person informed the inspector he was allowed visits from family and friends at his foster home. On one visit to a foster family three foster children's natural mother was seen to be made welcome by a foster carer. The mother informed the inspector she was very happy with the care her children was receiving and the support from the carers in helping her have access to her children. This is very good practice.

Standard 11 (11.1 - 11.5)

The fostering service ensures that children's opinions, and those of their families and others significant to the child, are sought over all issues that are likely to affect their daily life and their future.

Key Findings and Evidence

Standard met?

3

The registered manager stated the foster agency and carers seek foster children views on a day-to-day basis and during home visits every two weeks. At inspection one young person stated he was asked his opinion at reviews but another young person stated she was not. One child stated he was not asked his opinion by the agency and there was no evidence in files to say the agency had sought children's views.

Pre inspection questionnaires from children included comments as best thing about my foster family "having lots of cuddles", "seeing my mum" and worst thing about foster care "not living with my mum".

At present there is no quality assurance or monitoring system in progress to evidence children opinions. The agency has introduced a questionnaire for children following placement ending but only one child had received the questionnaire, which was not available during inspection.

There is a complaints procedure for children but not in a suitable child format but children when asked were aware of how to complain.

It is recommended the agency set up a formal process for seeking children views with regard to current placement with a suitable child friendly complaints and procedures policy.

Standard 12 (12.1 - 12.8)

The fostering service ensures that it provides foster care services which help each child or young person in foster care to receive health care which meets her/his needs for physical, emotional and social development, together with information and training appropriate to her/his age and understanding to enable informed participation in decisions about her/his health needs.

Key Findings and Evidence

Standard met?

3

Files inspected at inspection-evidenced children had their needs met in relation to physical, emotional and social development. Daily diary recordings stated their carers took children to doctor, dentist appointment and medical aid was sought appropriately when required.

Young people were observed to be encouraged to access sexual health and family planning and carers are given training and a handbook regarding sexual health diseases to help them educate and support young people who are sexually active.

The agency employ a suitably qualified supervised counsellor who will see any young person placed in care for therapeutic input and the agency provides counselling recourses for children at a local children's centre.

Care plans sampled evidenced not all foster children's significant others had given written consent for carers to give emergency first aid or non-prescribed medication. Other files evidenced this was sought but records were incomplete.

It is recommended children's files are fully completed with regard to consent to give non-prescribed medication and first aid.

Standard 13 (13.1 - 13.8)		
The fostering service gives a high priority to meeting the educational needs of each child or young person in foster care and ensures that she/he is encouraged to attain her/his full potential.		
Key Findings and Evidence	Standard met?	3
<p>The agency and carers were observed to give high priority to children's educational needs. One child not fulfilling his potential and unhappy at school was in the process of changing schools with the aid of the foster agency and foster carer. Another child who was placed in care from the agency had not attended school for many months had returned to education within a short time of placement.</p> <p>At inspection children informed the inspector their views were sought regarding education and beyond and the agency employs a qualified educationalist who is appropriately checked to assist young people when they are unable to attend school or need extra educational input.</p>		

Standard 14 (14.1 - 14.5)		
The fostering service ensures that their foster care services help to develop skills, competence and knowledge necessary for adult living.		
Key Findings and Evidence	Standard met?	2
<p>The agency has a policy regarding preparation for adulthood.</p> <p>Sampled files for older children during inspection did not always include pathways plans for young people from placing social workers but the agency had assisted two young people in seeking enrolment to the chosen college course.</p> <p>During inspection young people were seen to develop skills necessary for adult living when appropriate. One young person stated he was encouraged to assist in cooking and was undertaking work experience and other young person was encouraged to cook with the help of her foster carer in preparation for living alone.</p> <p>The foster agency must ensure placing social workers complete pathways plans for young people in foster care.</p>		

Recruiting, Checking, Managing, Supporting and Training Staff and Foster Carers

The intended outcome for the following set of standards is:

- The people who work in or for the fostering service are suitable to work with children and young people and they are managed, trained and supported in such a way as to ensure the best possible outcomes for children in foster care. The number of staff and carers and their range of qualifications and experience are sufficient to achieve the purposes and functions of the organisation.

Standard 15 (15.1 - 15.8)

Any people working in or for the fostering service are suitable people to work with children and young people and to safeguard and promote their welfare.

Key Findings and Evidence

Standard met?

3

Three staff files examined contained appropriate criminal record checks, medical references, photograph of employee, terms and conditions, probationary period details, confidentiality agreements and application form. However one file had only one reference which was addressed to "who is may concern" with no details of qualifications or proof of identification however the registered provider informed the inspector that two references were obtained at the time of registration and forwarded onto the CSCI office.

The registered manager should ensure two written references are kept on file with documentary evidence of any qualifications, proof of identity i.e. (copy of passport, birth or marriage certificate).

Total number of staff of the agency:

0

Number of staff who have left the agency in the past 12 months:

0

Standard 16 (16.1 - 16.16)

Staff are organised and managed in a way that delivers an efficient and effective foster care service.

Key Findings and Evidence

Standard met?

3

The responsible person provides the administrative support for the agency and keeps records of all carers training in their training portfolio. The agency is proactive in delivering training to in line with identified needs and will shortly commence delivering NVQ training. At inspection the agency were efficient and effective in administration services and used appropriate procedures for dealing with enquires from prospective carers and new request for services.

The agency provide a range of advice for children, young people and carers and has enrolled carers in the fostering network association.

Standard 17 (17.1 - 17.7)

The fostering service has an adequate number of sufficiently experienced and qualified staff and recruits a range of carers to meet the needs of children and young people for whom it aims to provide a service.

Key Findings and Evidence**Standard met?****3**

The agency has a recruitment policy and evidence on staff files showed that staff have experiences and training to fulfil their roles. All staff have job descriptions and terms and conditions. Certificates were seen of qualifications for two staff members but not the senior social worker employed.

Professional supervision was evidenced for the senior social worker at the agency but not for the registered manager. Appraisals have not yet taken place, as the agency is less than a year old.

There is appropriate contingency plan to resolve shortfalls of staff without the use of recruiting agency staff.

The agency have a thorough recruitment policy aimed at recruiting a range of appropriate carers to meet the needs of children and young people for whom it aims to provide a service. Files examined confirmed the agency refused carers who did not meet the criteria for selection and F forms assessed (carers assessment files) evidenced the agency was thorough in the assessment of foster carers. This is good practice.

The agency does not provide at present fostering services for children with disabilities, as the agency does not provide wheelchair access or a lift.

It is recommended all agency staff receive regular formal supervision and appraisal.

Standard 18 (18.1 - 18.7)

The fostering service is a fair and competent employer, with sound employment practices and good support for its staff and carers.

Key Findings and Evidence**Standard met?****3**

There is a sound employment practice in relation to both staff and carers with an appropriate out of hours support service, which was evidenced at inspection to be available at all, times. One carer stated, "they are always been there for us".

There are adequate health and safety policies for carer's children and staff, which covers all legal requirements.

The agency displays a public liability and professional indemnity certificate for staff and carers, which is in date. The insurance covers costs arising from child abuse claims against staff and carers.

All staff and carers at inspection where aware of the agencies whistle blowing policy.

Standard 19 (19.1 - 19.7)		
There is a good quality training programme to enhance individual skills and to keep staff up-to-date with professional and legal developments.		
Key Findings and Evidence	Standard met?	2
<p>The inspector spoke to staff in the agency that confirmed training for staff is ongoing and they attend all cares training workshops.</p> <p>The registered manager is a member of BAF and attends forums and training to enable her to keep ahead of professional and legal development. Carers confirmed during inspection at the carers support group that the agency keep them updated on legalisation and any changes and during the meeting identified to the inspector their need for training in challenging behaviour and signs of child prostitution.</p> <p>Training for staff and carers is held regularly in line with the agencies policies but during inspection training was cancelled due to sickness of the trainer.</p> <p>The registered manager must ensure foster parents are provided with such training, advice information and support in the interest of children placed with them.</p> <p>This refers to carers who have children placed with them with challenging behaviour. It is also recommended carers receive training in child prostitution.</p>		

Standard 20 (20.1 - 20.5)		
All staff are properly accountable and supported.		
Key Findings and Evidence	Standard met?	2
<p>All staff have appropriate clear job descriptions and staff files confirmed staff have the opportunity to attend regular staff meetings. One staff member stated that at meetings she felt supported and listened to. As the agency is small staff work within close proximity and at inspection it was noted all staff were very supportive and respective of reach other.</p> <p>As yet supervision sessions are only held for the senior practitioner.</p> <p>It was observed at inspection that the agency have a good system for communication with children's placing social workers but support to staff was difficult as placing social workers omitted to submit some children's local authority care plans and previous reviews prior to placement.</p> <p>The fostering agency must ensure local authority social workers provide the fostering agency with all relevant information.</p>		

Standard 21 (21.1 - 21.6)		
The fostering service has a clear strategy for working with and supporting carers.		
Key Findings and Evidence	Standard met?	3
<p>The foster service has excellent arrangements for supporting carers including training, home supervision visits, self help groups and access to fostering network to enable them to access up to date information training programmes and legal advise.</p> <p>The agency produce a three monthly newsletter for staff and carers to update of progress of the agency.</p> <p>During inspection carers who required supervision more than 2 weekly were seen as and when they required and staff were observed to be very supportive. The registered manager visited one foster carer following a successful ending of a placement when a child returned to her family to support the carer's feelings around endings. This is good practice.</p> <p>The agency staff were seen to be supportive and encouraging of carers and foster children.</p>		

Standard 22 (22.1 - 22.10)

The fostering service is a managed one that provides supervision for foster carers and helps them to develop their skills.

Key Findings and Evidence**Standard met?****3**

Foster carers sign agreements to ensure they understand the full responsibilities of caring for children within the agency and all carers have access to a senior social worker for professional support. Carers confirmed at inspection there was a system in place to provide them with practical support they were aware of their own agreements of approval to foster, to support and training, reviewing procedures and of significant changes they were obliged to inform the agency of in respect of any change to composition of household, house move, or other personal changes.

Carers confirmed they received adequate support from the agency, prompt payment of fees, insurance cover and respite care when appropriate.

Standard 23 (23.1 - 23.9)

The fostering service ensures that foster carers are trained in the skills required to provide high quality care and meet the needs of each child/young person placed in their care.

Key Findings and Evidence**Standard met?****2**

Safe caring guidelines were recorded on carer's files for their own households and during inspection some of the requirements of the guidelines were assessed and found to be in place but there was some inconsistency in safe record keeping as previously mentioned. Foster carers confirmed induction training was compulsory for all carers including partners and applications were not processed until completion. Induction training included what foster caring means, key messages, foster children, agreements, finance, record keeping, child protection, risky business, safe care, signs of abuse and support available consistent with a framework for equal opportunities and anti discriminatory behaviour.

The agency ensures training is at convenient times in suitable venues and offer childcare expenses, if required.

The agency supports foster children own children and when visiting carers homes take time out to talk to all children individually including siblings. This was confirmed during inspection when the inspector spoke to foster carer's own children in the home.

The agency carry out annual reviews and unannounced visits to carer's homes but at inspection only one unannounced visit had taken place this year and the annual review was not due for completion.

The agency health and safety records sampled detailed appropriate fire maintenance, electrical service and work completed on 23/06/0 but no fire drill had been carried out in the agency since opening. Health and safety inspection and gas safety.

The agency has a health and safety policy and risk assessments for the agencies stair gate and windows with an appropriate accident and incident book.

The registered manager should ensure one member of staff qualified in first aid is on duty each day and appropriate fire drills are completed regularly at different times and records maintained.

Records

The intended outcome for the following set of standards is:

- All appropriate records are kept and are accessible in relation to the fostering services and the individual foster carers and foster children.

Standard 24 (24.1 - 24.8)

The fostering service ensures that an up-to-date, comprehensive case record is maintained for each child or young person in foster care which details the nature and quality of care provided and contributes to an understanding of her/his life events. Relevant information from the case records is made available to the child and to anyone involved in her/his care.

Key Findings and Evidence

Standard met?

2

The children register at inspection was incomplete and required details of children's natural parents and prior placement addresses. See requirements schedule 2.

Sampled files found there was no part two of the placement plan or details of a pre assessment or history from some placing social workers in the local authority care plan. Another file evidenced the monthly review records were not signed by the appropriate personnel and a pathway plan was not included although the agency had evidenced details of care beyond fostering. There was little detail of child education progress, goals, achievements and evidence or details of children's views and opinion.

One young person spoken to at inspection was aware that he could access his records from the agency.

The registered manager was aware that all children's records should be stored for 15 years following placement endings and when a child leaves a foster care placement the agency send all relevant records to the responsible authority.

Standard 25 (25.1 - 25.13)

The fostering service's administrative records contain all significant information relevant to the running of the foster care service and as required by regulations.

Key Findings and Evidence

Standard met?

3

Separate records are kept in the agency for staff employed, carers, children, complaints and allegations.

The agency records contained all significant information relevant to running the foster care service as required by regulations but the care plans from placing social workers were not always supplied by local authorities.

Records are stored securely but it was noted at inspection that the office door was left open when sometimes unoccupied with the entrance door open or unlocked.

Agency records and carers daily diaries kept for foster children were easy to read and suitable to be passed on if, a child moved to another placement.

The agency staff carers and panel members have a policy regarding managing confidentiality.

The registered person must ensure all records stored by the agency are kept secure at all times as previously mentioned.

Number of current foster placements supported by the agency:			7
Number of placements made by the agency in the last 12 months:			8
Number of placements made by the agency which ended in the past 12 months:			1
Number of new foster carers approved during the last 12 months:			10
Number of foster carers who left the agency during the last 12 months:			0
Current weekly payments to foster parents: Minimum £	£350	Maximum £	£350

Fitness of Premises for use as Fostering Service

The intended outcome for the following standard is:

- The premises used as offices by the fostering service are suitable for the purpose.

Standard 26 (26.1 - 26.5)

Premises used as offices by the fostering service are appropriate for the purpose.

Key Findings and Evidence

Standard met?

2

The premises consist of a dining kitchen area on the ground floor, a small office, an administration office, bathroom, and contact room of the first floor which could not be accessible to anyone with a disability regarding their movements.

At present the premises is suitable for the number of staff foster carers and children placed by the agency but further expansion will be require a larger premises. The registered manager is aware of this situation.

The agency may also have to address disability access if they decide to place or recruit foster carers or children with movement restrictions.

The premises has adequate IT and communication systems and appropriate security alarm. The agency use another premises approved for children services for large meetings. This was not inspected on this occasion.

It is recommended the agency completed unannounced visits early in placement to ensure all safety requirements are in place and children's records are kept within the agencies guidelines.

The registered person must ensure there are adequate security arrangements at the premises in relation to secure facilities for storage of records and information technology.

Financial Requirements

The intended outcome for the following set of standards is:

- The agency fostering services are financially viable and appropriate and timely payments are made to foster carers.

Standard 27 (27.1 - 27.3)

The agency ensures it is financially viable at all times and has sufficient financial resources to fulfil its obligations.

Key Findings and Evidence	Standard met?	3
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Records evidenced the agency is financially viable and has sufficient financial resources to fulfil its obligations.

Records confirmed the agency pay Tax (PAYE), National Insurance and VAT.

Procedures exist for emergency situations as disclosing information to purchasers.

Standard 28 (28.1 - 28.7)

The financial processes/systems of the agency are properly operated and maintained in accordance with sound and appropriate accounting standards and practice.

Key Findings and Evidence	Standard met?	3
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The agency employs a suitably qualified accountant who regularly audits and maintains the accounts and the registered provider receives information on the financial state of the agency.

The agency was seen to publish a charged for services and this was made available at inspection along with a clear policy regarding charging fees and expenses for additional services.

Standard 29 (29.1 - 29.2)

Each foster carer receives an allowance and agreed expenses, which cover the full cost of caring for each child or young person placed with him or her. Payments are made promptly and at the agreed time. Allowances and fees are reviewed annually.

Key Findings and Evidence

Standard met?

3

All foster carers spoken to at inspection stated they received an allowance and agreed expenses, which cover the full cost of caring for children placed with them. Payments were made promptly at the agreed rate. Allowance and fees are reviewed annually by the agency.

Fostering Panels

The intended outcome for the following set of standards is:

- **Fostering panels are organised efficiently and effectively so as to ensure that good quality decisions are made about the approval of foster carers, in line with the overriding objective to promote and safeguard the welfare of children in foster care.**

Standard 30 (30.1 - 30.9)

Fostering panels have clear written policies and procedures, which are implemented in practice, about the handling of their functions.

Key Findings and Evidence

Standard met?

4

During inspection the inspector sat in one foster panel meeting and read minutes of three previous panel meetings. There is a clear policy and procedure about the panels handling and functions.

During inspection the panel was chaired by an appropriate person who was an independent residential social worker with experience in child protection foster care and management. No carers attended on this occasion but previous minutes evidenced they attended the last three meetings and were allowed to ask questions. One carer stated she was made to feel comfortable at her panel meeting.

The panel consisted of the appropriate numbered persons including two social workers one of who is independent of the agency, a chief executive, an experienced foster carer and the registered manager who acted as the advisor.

The panel chair asked to declare conflicts of interest prior to the meeting and the panel was seen to understand children issues being very child focused, non discriminatory, objective dealing with issues swiftly while the chair summed up with salient points as required.

Following the panel meeting the panel chair confirmed the panel had never been asked by the agency to consider any carers before all statutory checks were completed including health and personal references.

The chair stated if any panel member was absent more than three times she would write to ask their future intentions and commitment and take appropriate action.

The panel chair commented on the high quality of the staff of Quality Foster Care and their “excellent calibre of carers.” The panel chair commented that the standard of the staff in the agency were excellent and are very supportive to carers and child focused. The chair commented on the commitment of the carers and the high quality of reports submitted by the senior social worker.

Short-Term Breaks

The intended outcome for the following set of standards is:

- When foster care is provided as a short-term break for a child, the arrangement recognises that the parents remain the main carers for the child.

Standard 31 (31.1 - 31.2)

Where a fostering service provides short-term breaks for children in foster care, they have policies and procedures, implemented in practice, to meet the particular needs of children receiving short-term breaks.

Key Findings and Evidence	Standard met?
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With discussions with carers and the agency it was evidenced the foster care agency was aware that the parents remain the main carers for children when foster care is provided as a short-term break.
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The agency has an appropriate implemented policy for children in foster care for short-term breaks.

Family and Friends as Carers

The intended outcome for the following set of standards is:

- Local authority fostering services' policies and procedures for assessing, approving, supporting and training foster carers recognise the particular contribution that can be made by and the particular needs of family and friends as carers.

Standard 32 (32.1 - 32.4)

These standards are all relevant to carers who are family and friends of the child, but there is recognition of the particular relationship and position of family and friend carers.

Key Findings and Evidence	Standard met?
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9

This standard was not inspected, as Quality Foster Care is not a local authority-fostering agency.

PART C

LAY ASSESSOR'S SUMMARY

(where applicable)

Lay Assessor _____ **Signature** _____
Date _____

D.1 Registered Person's or Responsible Local Authority Manager's comments/confirmation relating to the content and accuracy of the report for the above inspection.

We would welcome comments on the content of this report relating to the Inspection conducted on <enter date(s) of inspection here> and any factual inaccuracies:

Please limit your comments to one side of A4 if possible

Inspector's Summary

Paragraph 3 – The Agency offer an assessment of emotional needs to all children placed with Quality Foster Care's Foster Carer's including those that are in education.

Standard 7

We believe that Quality Foster Care exceeded the required standard; therefore the Agency feels the mark should have been a 4.

Standard 8

Paragraph 3 – To date pre assessments of Foster Carers have been completed by the Senior Supervising Social Worker and the Manager of Quality Foster Care.

Standard 13

As stated in the Inspector's findings the Agency does give a very high priority to children's educational needs, therefore the Agency feels the mark should have been a 4.

Standard 15

Inspector's comment regarding a reference addressed to "who it may concern", this was not a reference but a letter from the Administrations Manager/Responsible Individual's G.P as required by Care Standards at the time of the Agency's Initial Registration. The file also contained only 1 reference of which a copy was sent to Gwen Buckley, but the 2nd reference from her previous employer was sent directly to Gwen Buckley during the initial registration process. Please can you provide a copy to the agency.

Standard 18

We believe that Quality Foster Care exceeded the required standard; therefore the Agency feels the mark should have been a 4.

Standard 24

Children's Register has now been amended and updated.

Action taken by the CSCI in response to the provider's comments:

Amendments to the report were necessary

YES

Comments were received from the provider

YES

Provider comments/factual amendments were incorporated into the final inspection report

YES

Provider comments are available on file at the Area Office but have not been incorporated into the final inspection report. The inspector believes the report to be factually accurate

NO

Note:

In instances where there is a major difference of view between the Inspector and the Registered Provider responsible Local Authority fostering service Manager both views will be made available on request to the Area Office.

D.2 Please provide the Commission with a written Action Plan by which indicates how statutory requirements and recommendations are to be addressed and stating a clear timescale for completion. This will be kept on file and made available on request.

Status of the Provider's Action Plan at time of publication of the final inspection report:

Action plan was required

YES

Action plan was received at the point of publication

YES

Action plan covers all the statutory requirements in a timely fashion

YES

Action plan did not cover all the statutory requirements and required further discussion

NO

Provider has declined to provide an action plan

NO

Other: <enter details here>

NO

Public reports

It should be noted that all CSCI inspection reports are public documents. Reports on children's homes are only obtainable on personal application to CSCI offices.

D.3 PROVIDER'S AGREEMENT

Registered Person's or responsible Local Authority Manager's statement of agreement/comments: Please complete the relevant section that applies.

D.3.1 I _____ of _____ confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) and that I agree with the statutory requirements made and will seek to comply with these.

Print Name _____
Signature _____
Designation _____
Date _____

Or

D.3.2 I _____ of _____ am unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s) for the following reasons:

Please see Provider's response.

Print Name Keeley Nash
Signature Provided
Designation Responsible Individual
Date 21/09/04

Note: In instance where there is a profound difference of view between the Inspector and the Registered Provider both views will be reported. Please attach any extra pages, as applicable.

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