



*Making Social Care  
Better for People*

# inspection report

## FOSTERING SERVICE

### Quality Foster Care Limited

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

*Lead Inspector*  
Patricia Stanton

*Announced Inspection*  
30th January – 18<sup>th</sup> February 2006      09.30

The Commission for Social Care Inspection aims to:

- Put the people who use social care first
- Improve services and stamp out bad practice
- Be an expert voice on social care
- Practise what we preach in our own organisation

<b>Reader Information</b>	
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This is a report of an inspection to assess whether services are meeting the needs of people who use them. The legal basis for conducting inspections is the Care Standards Act 2000 and the relevant National Minimum Standards for this establishment are those for *Fostering Services*. They can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or obtained from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

*Every Child Matters*, outlined the government's vision for children's services and formed the basis of the Children Act 2004. It provides a framework for inspection so that children's services should be judged on their contribution to the outcomes considered essential to wellbeing in childhood and later life. Those outcomes are:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a contribution; and
- Achieving economic wellbeing.

In response, the Commission for Social Care Inspection has re-ordered the national minimum standards for children's services under the five outcomes, for reporting purposes. A further section has been created under 'Management' to cover those issues that will potentially impact on all the outcomes above.

Copies of *Every Child Matters* and *The Children Act 2004* are available from The Stationery Office as above

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# SERVICE INFORMATION

**Name of service** Quality Foster Care Limited

**Address** 305a High Road  
Benfleet  
Essex  
SS7 5HA

**Telephone number** 01268 795597

**Fax number** 01268 754333

**Email address**

**Provider Web address**

**Name of registered provider(s)/company (if applicable)** Quality Foster Care Limited

**Name of registered manager (if applicable)** Mrs Margaret Crompton

**Type of registration** Fostering Agencies

**No. of places registered (if applicable)** 0

**Category(ies) of registration, with number of places**

# **SERVICE INFORMATION**

## **Conditions of registration:**

**Date of last inspection**      5th July 2004

## **Brief Description of the Service:**

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

The agency is based in a two-story building and comprises of a shop, kitchen diner, training room/kitchenette, two offices, contact room, training area and a bathroom/toilet.

At the rear of the premises has parking for staff and a large public car park. The premises is decorated and furnished to a good standard with facilities in the agency for children to play.

# SUMMARY

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

Quality Foster Care fostering agency was inspected from 30/1/06 – 18/2/06. Prior to the inspection, questionnaires were sent to foster carers, foster children registered with the agency, child protection teams and placing social workers. A good response was received from children, foster carers and four placing social workers. All responses were very positive regarding the support the agency provides and specific responses are recorded in the body of the report.

The inspector spoke to three four children, seven foster carers, one social worker, two agency staff, a counsellor, the panel chair, the registered manager and the new acting manager.

All foster placements were placed within twenty-five miles of the agency. Foster children spoken to during the inspection all appeared happy, healthy and safe.

The registered manager had made a great effort to meet all the previous requirements and had prepared foster children and foster carers for inspection, making the process open and inclusive. .

## **What the service does well:**

The agency provides clear age appropriate service users guides for young children and young people with relevant information included.

Excellent support is provided to foster carers twenty-four hour per day, which promotes good relationships between carers' children and the agency.

Foster agency staff were consistent and supportive of each other.

The agency arranges carer groups and ongoing training to assist carers meet the needs of children in their care.

The homes administration is effective and carers receive payments and expenses on time.

Child protection and complaints are handled appropriately with appropriate agencies involved.

The agency provides therapeutic counselling for children and young people when required.

The agency communicates well with the other multidisciplinary teams to help protect children and young people.

The agency promotes and arranges appropriate contact for foster children.

## **What has improved since the last inspection?**

The agency premises are larger; more secure and can provide adequate space for panel meetings and training events.

The agency provides good training for carers and ensures one agency staff member is on duty at all times who is qualified to give first aid.

The agency keeps adequate records of regular fire evacuations and safety checks.

The agency encourages foster carers to help young people become more independent in preparation for adulthood.

The agency has a walk-in reception for prospective carers to seek information, which is welcoming.

## **What they could do better:**

The acting manager could undertake an appropriate childcare management course to help her progress the service.

Foster carers could evidence young peoples independence skills more in diaries to help them prepare for adulthood.

The foster child should be considered when planning location for reviews.

Some carers may need extra training in completing diaries to evidence foster children's moods, educational achievement/rewards, one to one discussions and contact.

Foster children progress in educational achievement could be recognised and recorded.

The agency could further improve records for foster children's educational progress and attainment.

Please contact the provider for advice of actions taken in response to this inspection.

The report of this inspection is available from [enquiries@csci.gsi.gov.uk](mailto:enquiries@csci.gsi.gov.uk) or by contacting your local CSCI office.

# **DETAILS OF INSPECTOR FINDINGS**

## **CONTENTS**

Being Healthy

Staying Safe

Enjoying and Achieving

Making a Positive Contribution

Achieving Economic Wellbeing

Management

Scoring of Outcomes

Statutory Requirements Identified During the Inspection



# Being Healthy

## The intended outcomes these Standards are:

- The fostering service promotes the health and development of children.(NMS 12)

**The Commission considers Standard 12 the key standard to be inspected at least once during a 12 month period.**

## JUDGEMENT – The intended outcomes for these Standards are

### 12

The fostering services promote the health and welfare needs of children in relation to physical, emotional and social development.

### EVIDENCE:

Files demonstrated carers take foster children to health care appointments locally and in London.

Babies, children and young people have immunisations and see health professionals regularly for advice.

Young peoples comments included “If I’m ill my foster carers offer to take me to the doctors”, “Well I have been ill a lot and to stop me from being ill for ages my foster carer has constantly helped me”.

Records examined confirmed young peoples attend medicals and have their weight and height monitoring.

From meeting with one foster couple with a baby, the progress was evident in respect of progress in milestones, physical and emotional behaviour.

The baby appeared to have progressed vastly in mobility, muscle tone, and alertness and appeared very contented smiling, interacting with his carers and surroundings. The baby had attached to his two foster parents who appeared very nurturing and caring.

Files examined confirmed some carers’ record children and young peoples changes in behaviour and moods to help the agency identify patterns of behaviour but one diary examined did not include details of the child’s emotional behaviour, leisure activities, contact information or details of one to one discussions with the carer.

Foster children spoken to at inspection stated they were included in foster family activities with other siblings and involved in planning family holidays.

Quotes from young people in foster care included “Quality foster care always ask me if I’m ok and it’s nice to know how a proper family works”.

"Is very good and makes me happy, they're really nice, I have made my new life very good", "and "The Saturday activities help me to be healthy and active", "I get asked about my family, problems and worries".

"I like living here and would like to stay, I get on well with the other children in the home". "I am on my own with one foster carer so I get a lot of attention".

The agency employs a counsellor who undertakes sessions for young people who require therapeutic input. The counsellor has accreditation with many years of experience in crisis counselling. The counsellor stated, "The agency is good and very supportive. They refer children for counselling and carers for advice when required".

The counsellor also sits on the fostering panel and is to participate in future carers training. The counsellor has regular independent supervision for support.

# Staying Safe

## The intended outcomes these Standards are:

- Any persons carrying on or managing the service are suitable. (NMS 3)
- The fostering service provides suitable foster carers.(NMS 6)
- The service matches children to carers appropriately.(NMS 8)
- The fostering service protects each child or young person from abuse and neglect.(NMS 9)
- The people who work in or for the fostering service are suitable to work with children and young people.(NMS 15)
- Fostering panels are organised efficiently and effectively.(NMS 30)

**The Commission considers Standards 3, 6, 8, 9, and 15 the key standards to be inspected at least once during a 12 month period.**

## **JUDGEMENT – The intended outcomes for these Standards are**

**3, 6, 8, 9, 15, 30.**

The registered manager has suitable qualification and recruits suitable foster carers who are carefully selected.

Children are matched appropriately to carers and the agency ensures each child is protected from abuse and neglect.

The foster panel is organised and effective in the selection of foster carers.

## **EVIDENCE:**

The registered manager is qualified and experienced to run the agency but will soon retire. A new appointed acting manager will take her place and has appropriate experience in fostering but does not have a management qualification in childcare. The acting manager is to enrol in the NVQ level 4 Care management award in childcare this year and appeared very competent.

Matching is considered carefully by the agency prior to placement and records evidenced the agency refuses unsuitable placements.

The agency has recently contacted other local authorities outside the area to request referrals but the agency will only recruit foster carers who live within a 25-mile radius of the agency to ensure effective support.

Carers spoken to at inspection stated they had never been asked to have a foster child who was not appropriately matched with the exception of emergency short stay placements which do not impact on their family. Files confirmed placing social workers requirement for children were met. Foster carers stated how well the agency support them during placement and will assist in any way they can.

Carers are carefully vetted and selected by the agency that complete the F form for prospective foster carers to assess suitability. It was noted the assessing supervising social worker sat in on training sessions to help the assessment process and records evidenced prospective carers are visited 8-9 times before assessment is complete. F forms examined were comprehensive and included police checks, appropriate personal medicals, financial references and details of visits to verify the references. Full details of the carers past family history is including in the F form.

Carers are given a useful handbook which covers what being a carer means, details of children who are placed and how to care for them, equal opportunity policy, the national minimum standards, useful contact numbers and health and safety information.

Carers visited during inspection appeared very kind and caring towards their foster children who appeared happy, healthy and contented.

The agency arranges training for carers in child protection and child exploitation as part of their induction. Carers confirmed they had attended training in separation and loss, fist aid, communication and skills, fostering and your family, safe caring, the legal framework, managing difficult behaviour, attachment and assessment process.

The acting manager was seen to ask foster carers at a support group meeting what subjects they would like in future training sessions and at what times they would like training.

Foster carers agreed training in delivering sexual health, contraception and HIV may be useful to assist them deal with these subjects with young people. The acting manager was seen to arrange such training for carers during inspection.

Files confirmed appropriate checks are completed on foster carers and other family members to help protect foster children from abuse and neglect. Annual foster carer reviews are undertaken by placing social workers and three sampled files confirmed placing authorities were happy with carers from Quality Foster care.

Evidence that foster children are discouraged from negative behaviour by carers was seen with appropriate sanctions.

Records confirmed carers do not used physical restraint.

All foster children are given age appropriate service users guide, which include how to keep safe, details of child protection and contact details of self-help lines including the CSCI.

Foster children are seen frequently by the agency and sometimes alone given the opportunity to discuss any issues. The agency carries out unannounced visits to foster homes at least once a year.

The agency ensures foster carers have appropriate adaptations in the home to keep children safe. Carers' visited were seen to keep dangerous chemicals out of reach of children, have appropriate first aid boxes, smoke/fire alarms, care safety equipment, window locks and secure private space to store foster children's records.

Both foster carers and agency staff were aware of the signs of abuse and the procedures for reporting abuse. The agency refers all suspected child protection issues to appropriate professionals.

The fostering panel was observed to consider prospective foster parents, variations, suitability of existing foster carers and annual reviews.

The fostering panel included all persons required for this purpose including independent persons.

The chairperson was professional, observant and very thorough when asking questions ensuring all decisions were considered carefully.

The panel included the views of foster children and carers and the panel ensured feedback and thanks was given for their contribution.

One foster carer who attended for a variation was congratulated for her commitment to the foster children in her care.

The foster panel members appeared child focused, sensitive, fair and impartial in all the decisions they made.

# Enjoying and Achieving

## The intended outcomes these Standards are:

- The fostering service values diversity.(NMS 7)
- The fostering service promotes educational achievement.(NMS 13)
- When foster care is provided as a short-term break for a child, the arrangements recognise that the parents remain the main carers for the child.(NMS 31)

**The Commission considers Standards 7, 13, and 31 the key standards to be inspected at least once during a 12 month period.**

## JUDGEMENT – The intended outcomes for these Standards are

**7, 13, 31.**

The agency values diversity and promotes educational achievements. Foster carers recognise the foster child parents remain the carers for the child on short-term breaks.

### **EVIDENCE:**

The agency tries to match culture and race for foster children but often this is not possible so carers are expected to give active consideration of the child's individual needs with support from the child, foster agency and placing social worker.

Carers are expected to equip themselves and enhance their own knowledge of the child's needs and vulnerabilities. One young person placed with the agency seeking asylum, was placed with a carer who had worked previously with asylum seekers. The young person was encouraged to pursue his culture and the carers took him to the Chinese New Year celebration in London and for a meal, which he really enjoyed.

Carers are expected to promote educational attainment for foster children and record progress, allotting time to help children complete homework.

Sampled diaries did not always evidence foster children's educational achievement or if carers assisted with helping children with homework.

One file stated a child was taken out as a reward and another bought items to assist him pursue a career in catering and another confirmed a child come home with a certificate and "we all made a fuss about how proud and pleased we were", but one sampled file where the placing social worker had

recommended the child needed extra support with educational needs failed to mention how the carer delivered this.

The agency expects foster carers to attend all parent meetings, keep a diary of the child progress and details of the school contact and homework.

Sampled files evidenced some carers monitor school attendance and achievements but some children's files did not contain personal education files, certificates of achievement, or school reports.

During one visit to a foster home the young person's school teacher visited and showed the inspector the young person's school progress report with certificates of achievement.

Foster children confirmed they are taken out and participate in regular activities with their foster families. One young person spoken to said he attended after school sports clubs with his friend.

Foster children had been on a day out organised by the agency and enjoyed the activities. Other foster children confirmed they attended dancing, singing, drama, youth clubs and other sporting activities.

Foster carers are encouraged to keep life storybooks as memories for foster children. One life storybook seen included photos of the child and family and friends with souvenirs of special times and days out.

Carers were aware that foster children they foster for Short-term break remain the responsibility of the parents.

# Making a Positive Contribution

## The intended outcomes these Standards are:

- The fostering service promotes contact arrangements for the child or young person. (NMS 10)
- The fostering service promotes consultation.(NMS 11)

**The Commission considers Standards 10 and 11 the key standards to be inspected at least once during a 12 month period.**

## JUDGEMENT – The intended outcomes for these Standards are

10, 11.

The agency promotes contact for foster children and promotes appropriate consultations.

## EVIDENCE:

The agency have an appropriate policy regarding contact and foster carers are encouraged to promote good relationships with children's' family to promote contact as deemed appropriate with the placing authority.

Files confirmed young people were able to go out with friends and stay over at friends house when appropriate. Two foster children confirmed they were able to go out with their friends at weekends and allowed friends back to the foster home.

One foster carer stated how she tries to keep a good relationship with the child's parents to promote good relationships. During training the registered manager emphasised the importance of working well with foster children's' parents.

One carer stated foster children are transported for contact with their family by the agency along with school photos, school reports, birthday cards, Christmas presents and souvenirs from holidays.

The home consults with young people, carers and placing social workers to obtain their views and opinions regarding care, reviews and recreation. Some foster children stated how they are asked their opinions by the agency but not in a formal way.

Two children wrote in a questionnaire "the agency do not ask my opinions about the service" and the other, "But I think they should because a lot of people could say something".



Other foster children confirmed the registered manager and agencies social worker visits regularly to enable them to discuss issues alone. The children stated, "They ask how you are".

The registered manager has recently sent out questionnaire to seek the views and opinions of foster children to complete a quality assurance and monitoring system.

The agency arranges regular carers groups' to enable carers to meet and support each other. Communication between carers appeared was supportive and the registered manager gave good advice and support to carers as deemed appropriate. Confidentiality is kept and the agency provides carers with up to date newsletters about the service.

Carers were asked at one meeting if they would like to contribute to the newsletter and responses included a request to share information of recommended places to take children and a page for foster children to place pictures or articles.

One carer told the inspector how useful the carers meetings as it helped to be able to talk to others in similar situations and it appeared to help them feel less isolated. One carer stated "You cannot discuss issues with foster children because of confidentiality, so the meetings are very useful as some carers have a lot of experience."

Sampled review plans evidenced foster children were involved in the review but no signatures were seen on one file and one review was held at the child school despite the non-attendance of the child due to embarrassment of being taken out of class to attend. The registered manager was asked why the child's opinions were not taken into account and advised it was the decision of the placing social worker. The registered manager was advised this was not appropriate.

The agency have excellent child friendly service users guide, which include a child's complaint form and details of how to contact the agency.

# Achieving Economic Wellbeing

## The intended outcomes these Standards are:

- The fostering service prepares young people for adulthood.(NMS 14)
- The fostering service pays carers an allowance and agreed expenses as specified.(NMS 29)

**The Commission considers Standards 29 the key standard to be inspected at least once during a 12 month period.**

## **JUDGEMENT – The intended outcomes for these Standards are**

**14, 29.**

The agency helps prepare young people for adulthood and pay carers appropriate allowances and expenses at agreed times.

## **EVIDENCE:**

Pathway plan for one young person was examined and gave instruction for the foster carer to help the young person achieve independence in relation to cooking, budgeting and shopping. Foster carers are expected by the agency to assist young people become independent, but one carer stated, "It is sometimes easier to complete the tasks you".

No details of daily living skills were seen on one file.

The agency was advised at inspection to keep a list of tasks young person become competent in, to identify areas of support.

Evidence was however seen in files of other foster children saving, budgeting and helping with cooking.

One foster child visited stated she goes on the bus alone to school and helps with keeping her room tidy.

Foster carers confirmed allowances and expenses are paid by the agency on time.

# Management

## The intended outcomes these Standards are:

- There is a clear statement of the aims and objectives of the fostering service and the fostering service ensures that they meet those aims and objectives.(NMS 1)
- The fostering service is managed by those with the appropriate skills and experience. (NMS 2)
- The fostering service is monitored and controlled as specified. (NMS 4)
- The fostering service is managed effectively and efficiently.(NMS 5)
- Staff are organised and managed effectively.(NMS 16)
- The fostering service has an adequate number of sufficiently experienced and qualified staff.(NMS 17)
- The fostering service is a fair and competent employer.(NMS 18)
- There is a good quality training programme. (NMS 19)
- All staff are properly accountable and supported.(NMS 20)
- The fostering service has a clear strategy for working with and supporting carers.(NMS 21)
- Foster carers are provided with supervision and support.(NMS 22)
- Foster carers are appropriately trained.(NMS 23)
- Case records for children are comprehensive.(NMS 24)
- The administrative records are maintained as required.(NMS 25)
- The premises used as offices by the fostering service are suitable for the purpose.(NMS 26)
- The fostering service is financially viable. (NMS 27)
- The fostering service has robust financial processes. (NMS 28)
- Local Authority fostering services recognise the contribution made by family and friends as carers.(NMS 32)

**The Commission considers Standards 17, 21, and 24 the key standards to be inspected at least once during a 12 month period.**

## **JUDGEMENT – The intended outcomes for these Standards are**

**1, 4, 17, 21, 22, 24, 25, 27. 28.**

The agency has a clear statement of purpose detailing the agencies aims and objectives. The agency is monitored and controlled.

The agency employ sufficient staff with appropriate experience and qualifications to meet the needs of the service.

The agency has a clear strategy for meeting and supporting carers. Foster carers are provided with good support and supervision.

The agency premises are suitable for its purpose. Care plans for young people are complete and the service is financially viable.

## **EVIDENCE:**

The agency have one social worker vacancy at the time of inspection but this is being covered by the registered manager who has employed an acting manager to take her place.

The acting manager has the relevant experience and qualification but no management qualifications.

The agency is clean, hygienic with suitable space to meet the needs of the service and is decorated to a good standard.

Carers and staff are appropriately supervised and files confirmed carers receive regular supervision.

Carers comments included there is not one week that goes by that we do not have contact with the agency and all carers spoken too stated how well the agency support them 24 hours per day. "When I had to ring the out of hours service to inform them I had to take my foster child to the hospital the registered provider arrived before we did." "Excellent support give at all times with regular visits made, all round excellent care", "The best thing bout the agency is all the help and support they give you. They do an excellent job and are always there for you"." Support us very well and treat us as individuals always at the end of the phone". "To sum up Quality Foster care the clue in the name. It doesn't feel like just a numbers game and there is a genuine sense of care towards both children and carers".

Examined staff confirmed recruitment procedures are robust and staff receive regular supervision and checks. One file contained a letter of appointment, job description, terms and conditions, probation period records, interview notes, assessment, completed application and curriculum vitae, certificates of registration, three suitable references, medial reference, identification details and performance agreements.

Supervision notes evidenced staff's training needs are sought and the agency management is inclusive and supportive.

Case records are stored appropriately and the agency now has electronic metal shutters around the premises for extra security. Carers have access to their own files in the agency.

Financial statements confirmed the agency is expanding and financially viable.

# SCORING OF OUTCOMES

This page summarises the assessment of the extent to which the National Minimum Standards for Fostering Services have been met and uses the following scale.

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

"X" in the standard met box denotes standard not assessed on this occasion  
"N/A" in the standard met box denotes standard not applicable

<b>BEING HEALTHY</b>	
<i>Standard No</i>	<i>Score</i>
<b>12</b>	3

<b>STAYING SAFE</b>	
<i>Standard No</i>	<i>Score</i>
<b>3</b>	3
<b>6</b>	3
<b>8</b>	3
<b>9</b>	3
<b>15</b>	3
<b>30</b>	3

<b>ENJOYING AND ACHIEVING</b>	
<i>Standard No</i>	<i>Score</i>
<b>7</b>	3
<b>13</b>	2
<b>31</b>	3

<b>MAKING A POSITIVE CONTRIBUTION</b>	
<i>Standard No</i>	<i>Score</i>
<b>10</b>	3
<b>11</b>	2

<b>ACHIEVING ECONOMIC WELLBEING</b>	
<i>Standard No</i>	<i>Score</i>
<b>14</b>	3
<b>29</b>	3

<b>MANAGEMENT</b>	
<i>Standard No</i>	<i>Score</i>
<b>1</b>	3
<b>2</b>	X
<b>4</b>	3
<b>5</b>	X
<b>16</b>	X
<b>17</b>	3
<b>18</b>	x
<b>19</b>	X
<b>20</b>	4
<b>21</b>	X
<b>22</b>	4
<b>23</b>	X
<b>24</b>	3
<b>25</b>	3
<b>26</b>	X
<b>27</b>	3
<b>28</b>	3
<b>32</b>	X

yes

Are there any outstanding requirements from the last inspection?

### STATUTORY REQUIREMENTS

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Fostering Services Regulations 2002 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

No.	Standard	Regulation	Requirement	Timescale for action
1	FS11	29 2 (b) ii	The fostering service must consider the views and opinions of foster child when arranging reviews. This refers to location.	01/03/06
2	FS13	16 (1) (2)	The agency must give a high priority to educational needs and keep records of all foster children's educational progress and attainment.	01/04/06

### RECOMMENDATIONS

These recommendations relate to National Minimum Standards and are seen as good practice for the Registered Provider/s to consider carrying out.

No.	Refer to Standard	Good Practice Recommendations
1	FS17	The acting manager should obtain appropriate qualification in childcare management.
2	FS14	Foster carers should evidence young peoples independent living skills to identify areas of weakness and support.
3	FS12	Foster carers should record foster children's social and emotional needs in daily diaries including one to one discussions.
4	FS13	Foster carers' need to evidence children's educational achievements, support and rewards.

## **Commission for Social Care Inspection**

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