



*Making Social Care
Better for People*

inspection report

FOSTERING SERVICE

Barnardo`s Brighton & Hove Link Plus

**Brighton & Hove Link Plus
55 Drove Road
Portslade
East Sussex
BN41 2PA**

Lead Inspector
Lindy Latreille

Announced Inspection
16th-19th October 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

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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 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

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	Barnardo`s Brighton & Hove Link Plus
Address	Brighton & Hove Link Plus 55 Drove Road Portslade East Sussex BN41 2PA
Telephone number	01273 295179
Fax number	
Email address	
Provider Web address	www.barnardos.org.uk
Name of registered provider(s)/company (if applicable)	Barnardo`s London, East Anglia & South East Region
Name of registered manager (if applicable)	Mrs Georgina Ann Armstrong
Type of registration	Fostering Agencies

SERVICE INFORMATION

Conditions of registration:

Date of last inspection 6th February 2006

Brief Description of the Service:

Brighton and Hove Link Plus is a jointly funded project between Brighton and Hove Children and Young People's Trust and Barnardo's, providing predominantly short-break foster care to children and young people with disabilities. Brighton and Hove Link Plus had eighty-seven carers; thirty-seven (37) individual foster carers and twenty-five (25) couples; with 4 young people receiving full-time foster care who also receive short breaks and seventy-seven (77) who receive overnight and day care.

There are nineteen (19) of the 87 (eighty-seven) carers who provide day care only. The service is not required to register as a provider of domiciliary care as the day care is provided in the carer's own home. However the Registered Manager is aware that where children are aged less than eight years the carer is required to register with OFSTED as a childminder.

At the time of this inspection Brighton and Hove Link Plus has an experienced Registered Manager, a deputy manager with a 05 caseload and 3.5 supervising social workers, an administrator and a secretarial assistant. The Agency shares the Brighton and Hove City Fostering Service fostering panel, which has an independent chair. The panel is responsible for approving all foster carers for Link Plus and any changes to their approval status.

SUMMARY

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

The inspection took place over three days. Interviews took place with the Registered Manager, deputy manager, four supervising social workers, administrator and clerical assistant. Telephone contact was made with placing social workers and Independent Reviewing Officers and an extra fostering panel was attended. Four households were visited and five young people consulted; two of who received full time foster care. A range of the Agency's documentation was reviewed and the files relating to the households visited.

What the service does well:

The health needs of the young people receiving short-break foster care are met and a healthy lifestyle is promoted, by the Agency's thorough recruitment, assessment and training of foster carers. Young people are kept safe by a competently run Agency, that matches skilled foster carers to the needs of the young people and through safety checks, procedures and training. The management of contact for full time fostered young people is good and the Agency's liaison with parents, whose child is in the Link scheme, and the support for foster carers in their liaison with parents, is very good. An experienced Registered Manager runs the service well, and qualified staff; who retain currency through training updates; are effective in supporting foster carers to meet the needs of the young people placed. A parent and care consultation group set up this year are soon to deliver their children's guide in widget, simple line drawings and text.

What has improved since the last inspection?

The requirement from the last inspection has been met. The administration of specific medication is recorded on file and current to meet the needs of the young people. Recommendations from the last report have also been actioned. Looked After Children (LAC) documentation is robustly requested and on file. The credentials of external trainers are scrutinised and recorded.

What they could do better:

All foster carers should be currently trained in first aid. HIV/AIDS training should be part of basic training and available to all foster carers. When copies are made of qualifications the copy should be signed to confirm that the original was seen. Advocacy should be offered to young people with communication difficulties in full time foster care.

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 or by contacting your local CSCI office.

DETAILS OF INSPECTOR FINDINGS

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Being Healthy

The intended outcome for this Standard is:

- 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 – we looked at the outcome for Standard:

12.

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. Most health needs of the young people are met and the foster carers effectively promote a healthy lifestyle.

EVIDENCE:

When placements are made the Agency collects detailed referral information and collates this on a child profile and care programme (CF9), which is mostly shared with the foster carers. This is a comprehensive and useful document, which provides a clear record of the young person's needs, how they are to be met and by whom and is used to inform the LAC documentation. Any risk factors are identified in this document and clear strategies are agreed.

All young people are registered with local health practitioners and according to the Agency data are given regular check-ups. As parents or full time foster carers have parental responsibility, Agency foster carers may not always be party to meeting this need. A number of the young people were receiving specialist medical support from within their schools and from the Child and Adolescent Mental Health Service (CAMHS) as deemed necessary. The CAMHS service also supports teachers and foster carers to manage any developing behaviour that is challenging. The services of a Specialist Health Nurse and a LAC Nurse, the latter a panel member, have also been used especially for advice and health training for foster carers.

The foster carers visited had a wide range of experience and expertise in health matters and in some cases had attended specialist courses, in line with the needs of the young people placed with them. The management of medication is clear with parental consent forms being in place to inform foster carers when, how and what to administer and record. As part of their induction, foster carers undertake training in health and safety and health promotion, this is supported by information in the foster carers' handbook. Not

all foster carers have a first aid qualification but most have a course planned. There are now clear procedures regarding medical consent and where the correct documentation has not been received, the Agency ensures that consent is clear to foster carers. When matching young people the Agency ensures the foster carers has the necessary skills and training to meet the young person's health needs and in some placements these skills are of a high calibre. A placing social workers commented, "They always maintain a good working relationship and notify me immediately of any difficulties or concerns". Foster carers visited demonstrated their knowledge about how to promote a healthy lifestyle. Training is delivered on a wide variety of health topics with the care of mental and physical health being part of the mandatory unit to be completed within a two-year period. Training in HIV/AIDS is not routine, though available. The Agency would offer training if the need was identified. Many short break foster carers receive training from their employment that maintains their currency. The young people placed gave good examples in their feedback, and at visits, of receiving a healthy diet, " healthy food like my mum does" outdoor activities, staying clean and going to the doctor or hospital. Foster carers record significant events in their diaries and are quick to inform the Agency and the placing social worker of any concerns. They also attend the young people's statutory Looked After Children (LAC) reviews and offer information regarding their healthcare or a report if they are unable to attend. Parents and full-time foster carers confirmed in their feedback " they understood the special diet and made sure that he followed it" and " without them we would not have been able to keep our 'family' together". Placing Social Workers were generally very positive in their feedback about the management of health needs, and of the cases reviewed all were having their needs met.

Staying Safe

The intended outcomes for 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, 15 and 30 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following Standard(s):

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

Quality in this outcome area is good. This judgement has been made using available evidence including a visit to this service. Young people are kept safe with a variety of systems and strategies employed by the Agency.

EVIDENCE:

The Registered Individual and Registered Manager are suitably experienced and qualified to run the Agency and provide full time foster care and family based short breaks for disabled young people. All the required checks and references are in place.

The assessment of new foster carers is by competency assessment, which is thorough and detailed. Comments from the panel advisor to supervising social workers supports this, "Thank you for your excellent report I imagine that the panel will also be impressed." The Agency has a range of strategies in place to ensure that their foster carers provide a safe, healthy and nurturing environment. Homes and transportation are safety checked as part of the initial assessment of foster carers and annually thereafter, and records of these checks were held on file. Transport is vetted to make sure that appropriate insurance is in place and that the family vehicles meet safety standards. This is currently being brought up to date to meet recent legislative changes. The homes visited by Inspectors were welcoming and individual in nature. Most young people had their own rooms, which contained a range of

stimulating toys and equipment and in some cases had been decorated to the young people's tastes. In addition to the training already mentioned, foster carers undertake mandatory courses in safe caring and positive interventions as part of their induction and ongoing courses. Although all foster carers cover an exercise in their training relating to safe caring in their home this is not formalised. Comments from a foster carer following attendance at the preparation course were, "I learnt to be aware of the person's feelings and respect them. I learnt that children's rights mean that children need caring, protection and observation." Comments from a parent included; "I can have time off and feel happy that he is safe and happy"

Evidence of matching considerations was detailed through minuted monthly meetings and placement outcomes are good for the young people in all cases tracked. The Agency has stable placements that date back to 1989 and the most common reason for change is that the young person transfers to adult services. There have been no breakdowns in the placements. One family had made very specific requests regarding the family that they wanted their child to be cared by. As this request has not been able to be fully met alternative arrangements were offered but the parent has declined them in favour of waiting for what she wants. Additional training and information for foster carers to cover any shortfalls in the matching process is identified. Feedback from a parent confirmed, " I have a great relationship with them and their great approach is realistic and supportive towards myself and my family". The Agency has used a DVD to introduce the concept of fostering to the young people but this is being updated by Barnardo's at present, and the Agency uses their own child centred, illustrated, brief guide to Link Plus.

The level of incidents, accidents, complaints and allegations are very low, indicating that the young people are kept safe. Individual safe caring strategies is not in place for each household, detailing any special measures needed to ensure everyone in the house is protected, but this issue is covered thoroughly at preparation training and foster carers were knowledgeable at the visits made. The management of risk and vulnerability is detailed in the Agency's CF9 and the foster carers were aware of necessary strategies to be followed. A wide range of specific training is offered in safeguarding skills to include procedures and working with young people who have been abused. These subjects are included in induction training and in more detail as mandatory training for staff and foster carers in conjunction with a local authority. The quarterly news letter detailed training available. All foster carers were clear that corporal punishment is not acceptable, this is stated in the foster care agreement and the young people raised no concerns in this area. One allegation was made against a foster carer since the last inspection and proper procedures were followed to investigate. The Commission for Social Care Inspection was kept fully informed of proceedings. The Agency are satisfied that the issue of bullying is not a concern as it is raised regularly with foster carers in their supervision, and is less likely as all the young people placed require constant supervision. Foster carers spoke of their involvement with the

schools that their young people attended and the measures in place to maintain their safety and wellbeing. The recording of concerns is in the foster carers diary, by e-mail, drop-in or telephone, and supervising social workers felt that they were fully informed at all times.

The recruitment procedure is robust. Evidence needs to be provided that original copies of qualification certificates are sighted and copies made are signed and dated. The Panel and other professionals are similarly checked. The Registered Individual, an experienced and qualified social worker, sits on the fostering panel. All social work staff employed by the Agency are qualified and registered with the General Social Care Council and they are trained and experienced in assessment work. Supervising social workers spoke of the support that they receive to further their knowledge and education by attendance at conferences and time off to attend courses.

A Panel with experience in all aspects of childcare monitors the assessment of potential foster carers; the composition of the panel meets the requirements. The standard of assessments presented to the panel is excellent according to the feedback from the panel advisor, and confirmed by the panel chair and the minutes. The panel has access to black and minority ethnic health and education expertise through..... There will be whole panel training in to consider aspects of anti-discriminatory practice and it was suggested in conversation with the panel chair, that this be extended to raise awareness of the needs of children from black and minority ethnic groups.

Enjoying and Achieving

The intended outcomes for 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 – we looked at outcomes for the following standard(s):

7,13 and 31.

Quality of this outcome area is excellent. This judgement has been made using available evidence including a visit to this service. Young people have access to a wide range of activities and opportunities and their educational needs are met on short break placements or full time fostering.

EVIDENCE:

The Agency provides basic equal opportunities and cultural diversity training for foster carers as part of the preparation training and it is incorporated into their on-going mandatory training programme. Many of the foster carers see their young people in other settings and are extremely familiar with all their needs. In discussion with the Agency staff have access to Barnardo's forum for black and minority ethnic staff which provides support to supervising social workers. This is a useful contact and one of the Link Plus staff have attended their conference. The Agency are attempting to recruit more foster carers from a range of backgrounds to meet a growing challenge and complexity of need. Good evidence was available to suggest that foster carers provide specific diets and encouragement with equipment that supports the young people's disabilities through equal access to opportunities. Managers spoke of discussions with foster carers to offer guidance with regard to resources to meet the black and minority ethnic needs of young people. A wide range of activities was discussed with foster carers during the home visits, and the young people confirmed the community clubs and leisure activities that they attend, in order to develop their talents, interests and hobbies. Trampoline,

drama, dance, drumming, cycling, shopping, helping with domestic tasks and lots of stimulating play were some of the activities arranged. Young people were actively involved in the families' lifestyles and interests and foster carers commented on how their confidence and self-esteem seemed to grow, alongside developing new skills and taking responsibilities around the home. Comments from a placing social worker included, " his self confidence has grown over the last year and his carers positive influence has played a significant part in this."

Foster carers are active in ensuring attendance at education is organised, when placements are on a school day, for all the young people either personally or by taxi. Many of the foster carers know the schools as they work there and so are able to attend the regular reviews and contribute. Comments from a placing social worker include, "he does a fantastic job, and is well acquainted with the birth mother whom he sees at contact and Looked After Children (LAC) reviews." Young people seen arriving home from school were re-orientated to the home offered a snack- clearly a routine arrangement- and supervised to choose an activity to follow. Foster carers spoke of weekly commitments of activities, clubs, contact and play and the circumstances in which the young people could chose not to engage. The Agency have good relationships with the Heads of all the local special schools and colleges for support and guidance.

Foster carers skilled in providing care for young people with disabilities are available to offer short-term breaks for families in need of respite. Of the four (4) full-time young people placed with Barnardo's three have short breaks. Foster carers spoke of close liaison with the full-time foster carers and parents and the arrangements that are made to meet the young people's needs with a flexible service. A comment from a full-time foster carer, "we owe them more than we can ever repay and more thanks than we can ever give them." The consistency of service that Barnardo's provides is excellent a Independent Reviewing Officer commented, " I am always impressed by the thoroughness of the Link Plus organisation."

Making a Positive Contribution

The intended outcomes for 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 – we looked at outcomes for the following standard(s):

10 and 11.

Quality of this outcome area is good. This judgement has been made using available evidence including a visit to this service. There are good systems in place that promote safe contact between young people and their birth families for full time fostered young people; and foster carers have a high level of liaison with parents with young people receiving short break care. Advocacy supports the young people with a communication difficulty to understand life changes.

EVIDENCE:

The foster carers are good at encouraging and enabling contact with the families of the young people placed in full time foster care with them. Evidence presented showed that they were responsive to young people's requests and needs, going out of their way to secure positive outcomes and offering support, to help them cope with emotions often associated with these meetings. The Fostering Service offers training and guidance to support foster carers in this area of work through the foster carers' supervision. All foster carers were clear about their responsibilities regarding contact and evidence of good practice regarding work with birth families was apparent at the visits.

Feedback from the young people shows that their foster families welcome their friends and birth family members, where this is appropriate. Feedback is sought from the young people, the foster carers and their children on their experience of fostering, and from parents prior to foster carers' annual reviews; the responses all indicated a high level of satisfaction. Feedback from parents, foster carers, their children, placing social workers and Independent Reviewing Officers all feature positively in the Annual Report as does the young people's art work; there is two comments from young people in the annual

report; many young people have very limited communication skills. The fostered young people are encouraged to attend their Looked After Children (LAC) reviews and most do. Foster carers reported that they felt the Agency valued their views; these are collected at supervision meetings where foster carers can discuss issues together with supervising social workers. One foster carer spoke of the difficulties of a young person, placed full time, with an ongoing health problem. His limited communication and body language demonstrated discomfort. This topic had been raised and evaluated at several reviews and the young person has been seen by a physiotherapist who reported that every thing possible had been done for his condition. The Independent Reviewing Officer was requesting action from the placing social worker and the Agency were open to introduce advocacy, as they had done before, for this young person. A parent and care consultation group set up this year are soon to deliver their children's guide to the board in widget, simple line drawings and text, offering a child-friendly introduction to short-breaks.

Achieving Economic Wellbeing

The intended outcomes for 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)

JUDGEMENT – we looked at outcomes for the following standard(s):

There are no key standards to assess in this section of the report and no concerns have been raised since the last inspection or in recent reports.

EVIDENCE:

Management

The intended outcomes for 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, 24 and 32 the key standards to be inspected at least once during a 12 month period.

JUDGEMENT – we looked at outcomes for the following standard(s):

17,21 and 24.

Quality of this outcome area is good. This judgement has been made using available evidence including a visit to this service. The service operates with a well-qualified team of staff and a range of foster carers that co-operate well to meet the needs of the young people with good recording in place.

EVIDENCE:

The Agency has a clear management structure and staff are clear about their roles. The Agency provides good information to their foster carers and other organisations that work in partnership with them and there are proper financial procedures in place. Monitoring of the Agency's performance is robust to meet the needs of Barnardo's management. Staff working for the Agency are suitably qualified and are supported to access training to update their knowledge and skills. Foster carers feel that there are adequate staff to meet their needs and the needs of the young people placed. The Agency recognise that a greater number of foster carers with specialist skills is needed to match the needs of the young people referred and targeted recruitment to meet the needs of teenage boys and young people with autism will be addressed in the coming year. Seven foster carers have attained NVQ Level 3 in Health and Social Care in April 2006 and eight foster carers started the same qualification in September 2006. Comprehensive training is offered each week and some foster carers are engaged in training in the course of their regular employment.

The strategy for supporting foster carers includes monthly visits from a supervising social worker for full time foster carers and four times a year and pre-review visits for short break carers, and an on-call service that foster carers feel they can rely on. The visits are recorded and copies are offered to all foster carers as a record of their performance. Annual performance reviews are carried out timely. Feedback from all foster carers contacted regarding the support they receive was excellent. The young people and foster carers receive a newsletter, containing information about Link Plus, its staff, training and other topical issues; this is designed to keep everyone informed and updated. According to the foster carers, working partnerships between placing social workers and the supervising social workers are good.

Comprehensive case records are maintained for all young people. Informal discussion takes place with the young people regarding their plan of care only limited by their cognitive abilities. Foster carers spoke of ways in which they support the memories of the young people in their care and personal photo albums demonstrated a strong commitment to record of the life of the young people while fostered. Reports are prepared by supervising social workers for LAC reviews, in collaboration with the foster carers and the young people where appropriate. Suitable facilities were used for the storage of records and information. Supervising social workers monitor all aspects of foster carers' performance including recording. A full checklist is in place on the computer and each member of staff holds a record pertaining to their caseload.

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

BEING HEALTHY	
<i>Standard No</i>	<i>Score</i>
12	4

STAYING SAFE	
<i>Standard No</i>	<i>Score</i>
3	3
6	4
8	4
9	3
15	3
30	4

ENJOYING AND ACHIEVING	
<i>Standard No</i>	<i>Score</i>
7	4
13	4
31	4

MAKING A POSITIVE CONTRIBUTION	
<i>Standard No</i>	<i>Score</i>
10	4
11	3

ACHIEVING ECONOMIC WELLBEING	
<i>Standard No</i>	<i>Score</i>
14	N/A
29	N/A

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

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

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.	FS12	That all foster carers are trained in first aid and HIV/AIDS.
2.	FS6	That individual safe caring guidelines for each household are formalised and reviewed annually.
3.	FS15	That copies of qualifications are signed and dated to confirm that the originals were seen.

Commission for Social Care Inspection

East Sussex Area Office

Ivy House

3 Ivy Terrace

Eastbourne

East Sussex

BN21 4QT

National Enquiry Line: 0845 015 0120

Email: enquiries@csci.gsi.gov.uk

Web: www.csci.org.uk

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