



Making Social Care  
Better for People

Inspecting for better lives

# Key inspection report

## Domiciliary care agencies

<b>Name:</b>	Interactive Development Support Ltd
<b>Address:</b>	3rd Floor Benton House Sandyford Road Newcastle upon Tyne Tyne and Wear NE2 1QE

The quality rating for this domiciliary care agency is: three star excellent service

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full assessment of the service. We call this a 'key' inspection.

<b>Lead inspector:</b>	<b>Date:</b>
Elaine Malloy	2 9 0 6 2 0 0 9

This is a report of an inspection where we looked at how well this agency is meeting the needs of people who use it. There is a summary of what we think this service does well, what they have improved on and, where it applies, what they need to do better. We use the national minimum standards to describe the outcomes that people should experience. National minimum standards are written by the Department of Health for each type of care service.

After the summary there is more detail about our findings. The following table explains what you will see under each outcome area.

**Outcome area (for example User focussed services)**

**These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:**

This box tells you the outcomes that we will always inspect against when we do a key inspection.

This box tells you any additional outcomes that we may inspect against when we do a key inspection.

**This is what people using this domiciliary care agency experience:**

Judgement:

This box tells you our opinion of what we have looked at in this outcome area. We will say whether it is excellent, good, adequate or poor.

Evidence:

This box describes the information we used to come to our judgement.

Copies of the National Minimum Standards – Domiciliary Care Agencies can be found at [www.dh.gov.uk](http://www.dh.gov.uk) or bought from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

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

Our duty to regulate social care services is set out in the Care Standards Act 2000.

## Reader Information

Document Purpose	Inspection report
Author	CSCI
Audience	General public
Further copies from	0870 240 7535 (telephone order line)
Copyright	Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.
Internet address	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>

## Information about the agency

Name of agency:	Interactive Development Support Ltd
Address:	3rd Floor Benton House Sandyford Road Newcastle upon Tyne Tyne and Wear NE2 1QE
Telephone number:	01912303090
Fax number:	01912303092
Email address:	janjameson@idlimited.co.uk
Provider web address:	

Name of registered provider(s):	Interactive Development Ltd
---------------------------------	-----------------------------

Name of registered manager (if applicable)								
Mrs Pauline Bell								
Conditions of registration:								
This large agency is registered to provide a service to users whose primary needs come within the following categories: Adults with learning disabilities Adults with physical disabilities Adults with sensory impairment Children with learning disabilities Children with physical disabilities Children with sensory impairment								
Date of last inspection								
Brief description of the agency								
<p>Interactive Development Limited is a registered Domiciliary Care Agency. It provides personal care and support services to adults and children with learning disabilities, physical disabilities, and sensory impairment. The agency is based in offices in Sandyford in Newcastle upon Tyne and has access for people with physical disabilities.</p> <p>A guide to the agency's services and inspection reports are readily available at the agency office. The agency has contracting arrangements with Newcastle upon Tyne, Gateshead and North Tyneside Local Authorities. The current hourly fees are £12.06 to £13.48 in Newcastle, £11.49 to £13.68 in Gateshead, and £12.25 to £12.50 in North Tyneside. Some people's services may be individually costed. Fees for people who privately fund are determined according to the complexity of their needs and the services provided.</p>								

## Summary

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

The quality rating for this agency is:

three star excellent service

### Our judgement for each outcome:



### How we did our inspection:

The quality rating for this service is 3 star. This means that people who use this service experience excellent quality outcomes.

The inspection was carried out by:

Looking at information received since the last key inspection on 28th August 2007.

Getting the provider's view of the service and how well they care for people.

An inspector visiting the agency on 24th June 2009.

Talking to the manager and other staff about the service.

Looking at records about the people who use the service and how well their needs are met.

Looking at a range of other records that must be kept.

Checking that staff have the knowledge, skills and training to meet the needs of the people they care for.

Looking at the resources that the agency has to operate the service.

An inspector visiting three people who use the service at their homes to talk to them about the service.

Getting the views of other people who use the service and staff from surveys they completed.

Checking if improvements recommended at the last inspection have been made.

The inspection was carried out over ten hours.

We have reviewed our practice when making requirements, to improve national consistency. Some requirements from previous inspection reports may have been deleted or carried forward into this report as recommendations, but only when it is considered that people who use the service are not put at significant risk of harm. In future, if a requirement is repeated, it is likely that enforcement action will be taken.

### **What the agency does well:**

People receive very good information about the agency so they can decide if it right for them. They have their needs thoroughly assessed and are consulted about what they want to achieve before services are agreed.

A very reliable and flexible service is provided by teams of regular workers so people have consistent support. People are satisfied with the service, they told us, "I can do much more by myself now, and the staff are here when I need them", "My support workers understand my needs", and, "I get good support in the house and in the community, they listen to me".

The agency encourages people to make choices and decisions about their lives and to be as independent as possible. It works closely with other professionals to enable people to be properly supported and stay healthy.

Health and safety and any risks involved in delivering the service are well managed so that people are not harmed. Workers know the importance of recognising and protecting vulnerable people from any form of abuse.

A robust recruitment process is followed to make sure workers are thoroughly vetted before they are employed. Workers receive training that is specific to meeting the diverse needs of the people they support. Many have either completed or are studying for nationally recognised care qualifications.

An effective management team plans and monitors the quality of the service so it is run in people's best interests. There is a clear procedure for making complaints that people are confident to use if they are unhappy with the service.

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

People have a more personalised service that is tailored to how they wish to be supported. This includes providing information in ways they can understand, and people helping to choose new workers to support them.

Training for workers has improved so they are aware of current good practice and legislation, and how this affects the people they work with. Induction training gives new workers skills in supporting people with learning disabilities.

Staffing is more structured so people have workers they are familiar with, and extra management resources have been made available to develop the service.

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

Support plans are to continue to be developed so everyone has plans that are up to date and recorded in a person centred way.

Management are to make sure all staff have their work performance checked regularly by following the plan to provide individual supervisions.

If you want to know what action the person responsible for this agency is taking

following this report, you can contact them using the details set out on page 4.

The report of this inspection is available from our website [www.cqc.org.uk](http://www.cqc.org.uk). You can get printed copies from [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) or by telephoning our order line –0870 240 7535.

## Details of our findings

### Contents

User focussed services (standards 1 - 6)

Personal care (standards 7 - 10)

Protection (standards 11 - 16)

Managers and staff (standards 17 - 21)

Organisation and running of the business (standards 22 - 27)

Outstanding statutory requirements

Requirements and recommendations from this inspection

## User focussed services

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People are confident that the agency can support them. This is because there is an accurate needs assessment, which they, or someone close to them, have been involved in. This tells the agency all about them and the support they need and is carried out before they are offered a personal domiciliary care service.

People and their relatives can decide whether the agency can meet their support needs. This is because they, or someone close to them, have got full, clear, accurate and up to date information about the agency. People know that the agency can meet their needs because staff have the skills and experience to give them the care they need. If they decide to use the agency they know about their rights and responsibilities because there is an easy to understand contract or statement of terms and conditions between them and the agency that includes how much they will pay and what the agency provides for their money. People are confident that the agency handles information about them appropriately. This is because the agency follows their policies and procedures. They get a consistent, and flexible care service from reliable and dependable staff members.

**This is what people using this domiciliary care agency experience:**

Judgement:

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

People receive comprehensive information about the agency to make informed choices, and are provided with a consistent and flexible service based on a thorough assessment and understanding of their needs.

Evidence:

The agency provides care and support to adults with disabilities in their own homes, including people who share accommodation in independent supported living houses and have their own tenancies.

People who are considering using the agency are given detailed information about the service. The guide is available in written and audio form and can be adapted to suit individual communication requirements. People can now also access a copy of a DVD

## Evidence:

that the agency has introduced, and this is used at marketing events. The DVD shows how people already using the service are supported to live their lives in varied ways.

There is a clear process that makes sure new people have their needs, and any risks involved in the delivery of support, thoroughly assessed before services start. Records showed that an assessment, care plan and risk profile is obtained from the person's care manager. Information is sought from health professionals where applicable. The agency carries out its' own assessment with the person. This is well recorded and set out into the different areas of support, what is needed and what the person wants to achieve.

The agency is making further efforts to involve people, and their families in choosing the workers who will be supporting them. Job specifications are being personalised according to individual preferences and people are invited to be involved in interviews. One person told the inspector she had recently taken part in interviews and selected a new worker to join her team. She said, "This made me feel valued as an individual".

People using the service have dedicated individual or small teams of workers to give continuity of support. Existing staff provide cover for absence and a pool of casual staff is employed. External agency staff are used only as a last resort and the same workers are requested. Details are kept on each person's care record of the training that staff require to understand and meet his/her needs.

People are provided with an individual support agreement with the agency that includes rights and responsibilities. Management carry out checks and audits of records and hold regular reviews to make sure people are receiving the agreed level, and are happy with the service. Individual Service Contracts from Local Authorities who fund services are in place for the majority of people using the agency. These show the agreed times and number of hours of care and support that the agency will provide to people. Twelve people whose services are funded by Gateshead Local Authority do not have individual contracts, and this matter has been referred to the authority to follow up.

People using the service confirmed they are introduced to their workers, have regular workers they are familiar with, and are kept informed about any changes. They said workers are on time and always stay for the agreed length of time. People said workers listen and act on what they say. Comments included, "They are trained properly and have good understanding of my needs", "The staff are good and friendly", and, "They listen and act upon my wishes and are very flexible". People told the inspector they are happy with the service and are well supported to develop their

Evidence:

independent skills within their homes and in the community. One person described how she has regular contact with her team of workers and that they are working flexibly to fit in with her preferred times of service, and a temporary change of accommodation.

Workers told us they are given up to date information about the needs of the people they support and that the ways they share information about people works well. They said they always or usually have enough time to meet people's assessed needs. One worker said, "Any changes to the support given to service users are written down and passed on to staff coming on shift. These must be read and signed for to acknowledge that you are aware of the changes".

## Personal care

**These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:**

Each person is treated as an individual and the agency is responsive to his or her race, culture, religion, age, disability, gender and sexual orientation. Their right to privacy is respected and the support they get from workers is given in a way that maintains their dignity. If people take medicine, they manage it themselves if they can. If people cannot manage their medicine, the agency supports them with it in a safe way.

People's needs and goals are met. The agency has a plan of care that the person, or someone close to them, has been involved in making. They are able to make decisions about their life, with support if they need it, as the staff promote their rights, choices and independence.

**This is what people using this domiciliary care agency experience:**

Judgement:

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

People receive a good standard of support to meet their needs that promotes independence and choice, and respects privacy and dignity.

Evidence:

People using the service told us they have a copy of their care plan, and that this matches with what they want from the service and can change if their needs change.

Care records have an overview of the service user plan that includes the aims and objectives of the service for the individual and the duties that workers will, and will not undertake. New support plan documentation has been introduced with the goals the person wants to achieve, what the person can do independently, what they are unable to do without support, and what needs to happen to help them to achieve the goals. They also state whether risks are identified and correspond to numbered risk assessments.

Support plans were recorded to a variable standard. Most were very personalised, detailed and specific about the support to be provided. The plans addressed a wide range of identified needs including health and personal care, communication,

## Evidence:

community inclusion, college/work, leisure activities, finances, help to maintain tenancy, making decisions, and confidence building. However some plans were recorded as tasks on an old format and other plans were out of date and had not been evaluated for a considerable time. The agency management is taking action to update support plans and make sure they are recorded in a person centred way. A system is also being introduced to review plans and risk assessments every three months.

Some aspects of privacy and dignity are built into support plans. Most people using the service said they feel their privacy and dignity is respected by workers. They told us they are asked their preferences and are encouraged to make their own decisions and be involved in planning their support. They have a Person Centred Planning file that is titled 'This is Me', and is set out into photographs and text. Those seen were very well recorded and give a clear picture of the person, including their likes and dislikes, and interests and activities.

People are asked the name they want to be addressed by and this is recorded. They have choice of male or female workers to assist with personal care and are supported to be independent as possible with personal hygiene, dressing and taking care of their appearance. Any assistance with personal care is carried out in private. In shared living houses each person has a key to the front door and a lock on their bedroom door. Each house has a land line telephone for tenants' use and some people also have mobile telephones. Staff working in supported houses are provided with a mobile telephone for business use.

Services are currently provided to adults with diverse needs, including physical and learning disabilities, mental health needs and sensory impairments. People told us the service always takes on board the different needs they have. The agency aims to match people with workers who have appropriate skills and are trained to meet their needs. Individuals' preferences are being established so they have more choice and involvement when new workers are being recruited. Support workers are given a good level of training to help them understand people's different needs and rights, and how legislation affects their care practice. All workers receive equality and diversity training, and training on the Mental Capacity Act is currently being delivered. Workers told us they feel they have enough support, experience and knowledge to meet the different needs of people who use the agency.

People are provided with varying levels of assistance to take their prescribed medication, and are encouraged to be as independent as possible. They have individual support plans that specify the support they require, and are asked to give their consent to support with medication. All workers have completed medication

Evidence:

training and have their competency assessed to make sure they follow procedures. Medication charts are in place, and these were being audited by management to check medication is appropriately administered and recorded.

The agency works with people using the service, their relatives, advocates, and health and social care professionals so that support is provided in individual's best interests. Management make referrals for specialist advice, and to make sure people have the right equipment and facilities within their home to meet their health and personal care needs.

Records showed workers monitor people's physical and mental well-being and assist them to attend regular health checks and appointments. There are good standard support and risk management plans to help people to stay healthy and address medical conditions. Workers are provided with training specific to the health needs of the people they support. They told us they receive training that gives them enough knowledge about health care and medication.

## Protection

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People using the agency are safeguarded. This is because the agency follows health and safety procedures, keeps records appropriately and ensures their staff follow policies and understand the importance of assessing risks. The agency safeguards people from abuse, neglect and self harm and takes action to follow up any allegations.

People are confident that their property and money will always be safe as the agency follows the right procedures. Their health and rights are safeguarded as the staff keep an accurate record in their home of all the support they give them.

**This is what people using this domiciliary care agency experience:**

Judgement:

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

There are effective procedures and training to promote health and safety, manage risks and prevent abuse to make sure people are properly protected from being harmed.

Evidence:

The agency has a health and safety policy and range of procedures to guide staff on working safely. Procedures are being reviewed to make sure they are up to date with current legislation. There is a designated person within the organisation who has completed national qualifications and has responsibilities for overseeing health and safety issues. All workers receive training in health and safety and safe working practices.

Safe systems of work and provision of protective equipment are built into the overview of the service user plan. Support and risk management plans showed that people are encouraged to be secure within their homes and in the community. Support with health and safety is provided in a person-centred way, so that it is done with, and not for the individual. People using the service told us they know about the rules the service has to follow to make sure they are kept safe, including having access to their home, collecting money and medication, and shopping.

## Evidence:

Procedures are in place for personal safety at work, dealing with accidents and emergencies, entering and leaving a person's home and safekeeping of keys. Some services are provided over the 24 hour period. The majority of supported living houses have a staff member sleeping over at night, and one has waking night workers. Service managers and team leaders operate an on-call system outside of office. People using the service are provided with contact details and workers can telephone to seek advice or report emergencies. Workers told us they know about procedures for working on their own, handling money, working in people's homes and using their keys, and getting emergency support.

Risk assessment training is provided within the Learning Disability Qualification (LDQ) that staff complete. A risk assessment is carried out before the agency agrees to provide services. This covers risks in the home environment and individual vulnerabilities that could lead to risks in delivering the service. Risk management plans were recorded in detail and have clear strategies to prevent people from being harmed. These are now being reviewed every three months.

People have their moving and handling needs assessed. Support plans specify the number of workers to assist the person, and the techniques and equipment used for different transfers.

The agency has policies and procedures for recognising and protecting vulnerable adults from abuse. The policy on whistle blowing (staff informing on bad practice) has been updated and is given to new staff during their induction. Support workers receive safeguarding training during induction that is linked to the service's own procedures. Training is updated every two years and safeguarding issues are discussed at individual supervisions and at staff meetings. Workers told us they know about the policies and procedures for protecting adults from abuse, and people using the service told us they feel safe.

Managers and team leaders are doing advanced safeguarding training, and have also met with an Independent Mental Capacity Assessor to raise awareness of their roles.

Safeguarding alerts have been raised by the agency in the period since the last inspection. These were reported promptly to the relevant authorities and appropriate action was taken to protect people using the service.

Some people have mental health and behaviour needs that can make them vulnerable, or put other people at risk. A risk profile is obtained from the person's care

Evidence:

manager that identifies their history and current potential risks. This information is used to plan appropriate support, manage risks and monitor behaviour. The agency works with specialist behaviour professionals, and provides workers with training specific to individual's needs.

## Managers and staff

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People have confidence in the staff at the agency because checks have been done to make sure that they are fit to do the job. Their needs are met and they are supported as the staff get relevant training, support and supervision from their managers.

People have safe and appropriate support because the staff providing their care are qualified and competent. They are confident that the staff that provide their support are clear about their roles and responsibilities.

**This is what people using this domiciliary care agency experience:**

Judgement:

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

People using the service are provided with workers who are thoroughly vetted, and skilled and trained to meet their diverse needs.

Evidence:

Support workers told us their recruitment was done fairly and thoroughly. Staff records showed that all necessary recruitment information is maintained. This includes photograph, proof of identification, and application form with full employment history and declaration of fitness to do the work, and interview records. References are obtained from suitable sources including the person's last employer. All staff are employed subject to Criminal Records Bureau checks. The agency is now keeping a confidential record of the decision to employ any person with a previous conviction(s).

New workers complete comprehensive induction training that leads to an induction award in supporting people with learning disabilities. Induction is also undertaken that is specific to the service(s) the person will be working in, and includes introduction to the people using the service, the environment and records.

Workers told us their induction training covered everything they needed to know to do the job when they started. They said they are given training that is relevant to their role, helps them understand and meet the individual needs of people, and keeps them up to date with new ways of working.

## Evidence:

The agency keeps an overview training plan with details of all mandatory and specialist training that each staff member has completed. This showed that training courses provided in the past year have included health and safety, moving and handling, emergency first aid, food hygiene, fire safety, adult protection, medication, equality and diversity, mental health, diabetes, epilepsy, autism, dealing with violence and aggression, and person centre approaches. Individual training files with records and certificates are also kept.

The agency employs 83 staff including service managers, team leaders and support workers. Over 50% of staff have completed National Vocational Qualifications (NVQ) in care at levels 2, 3 and 4, and one person has achieved Level 5. A further 17 staff are currently studying for qualifications.

The agency's Registered Manager supervises four service managers, who in turn supervise six team leaders. Each team leader provides individual supervision to between eight and ten support workers. Supervision sessions take place at the agency offices or at external venues. A schedule is kept that shows the dates of each staff member's supervisions across the year. The majority of workers had received supervision every three months, including at least one session where they are directly observed carrying out their work. Some supervisions had lapsed, and arrangements were being made to bring these up to date. There is a system for annual appraisal.

Workers said their manager gives them enough support and meets with them to discuss how they are working. They told us what they think the agency does well. Very positive comments were made about the level and quality of training provided. Other comments included, "Provides a safe environment and supports the needs of service users. Help in the progress of support staff", "Listens to staff and service users concerns. Approachable. Support people to live independently in their own homes", "Supervisions regularly. Staff meetings monthly. Management and staff excellent", and, "Good support to staff as well as the people we support, especially in personal development. Excellent health and safety procedures and record keeping which people we support participate in (in carrying out checks). Very good finance checks and records". One worker said, "Interactive Development is the best company I have ever worked for and it is a pleasure to come to work".

Two workers gave comments on what they feel the agency could do better. One said to provide more sickness pay, and the other said to have more regular staff meetings.

## Organisation and running of the business

These are the outcomes that people using domiciliary care agencies should experience. They reflect the things that people have said are important to them:

People get consistent and planned support from the agency because the manager runs it appropriately with an open approach that makes them feel valued and respected.

People using the agency are safeguarded because it follows financial and accounting procedures, keeps record appropriately and ensures that their staff follow policies. If people have concerns about the agency they, or people close to them, know how to complain. Their concern is looked into and action taken to put things right.

**This is what people using this domiciliary care agency experience:**

Judgement:

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

People receive a well-managed and planned service that is run in their best interests.

Evidence:

The agency has moved to a new office in Sandyford, close to Newcastle city centre. The building is fully accessible to people with physical disabilities. The office accommodation is spacious and well equipped, and has rooms for training and meetings to take place.

Mrs Pauline Bell has recently applied to be the Registered Manager of the agency. She has 14 years of care experience and has worked for the organisation for the past five years. She has National Vocational Qualifications in care at levels 2 and 3, and in management at levels 4 and 5. She demonstrates clear leadership and commitment to achieving the aims and objectives of the service.

New service provision continues to be developed and additional resources have been made available with the appointments of a personalisation and development manager and a staff development manager. New services have been gained in another Local Authority, and there are plans to provide services to children with disabilities in the near future. Management and service development meetings take place every two weeks. There is regular recruitment and the agency is making efforts to advertise and recruit locally.

## Evidence:

Systems to monitor and improve the quality of the service are more clearly defined. People using the service and their families are encouraged to give feedback through consultation, reviews and surveys. Further work has been done to aid communication with people who do not communicate verbally, and more use is made of pictures, photographs and symbols to make information more accessible. A two day quality event is being planned for September 2009 to get people's views about what they think the agency does well and to influence how it can improve. Service reviews have been introduced with the service managers and team leaders to give them opportunities to discuss issues and seek advice. Workers have formed a 'Staff Consultation Group' where they can discuss employment issues and pass on their views to the agency management.

People using the service are provided with the agency's complaints procedure. People told us they know how to make a complaint if they are not happy with the service they receive. Workers told us they know what to do if someone has concerns about the agency.

Records showed that any complaints received are dealt with promptly and appropriately investigated. The agency management analyses complaints to check for any patterns or risks, so they can make changes to the service.

Are there any outstanding requirements from the last inspection?

Yes

No

## Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Domiciliary Care Agencies Regulations 2002 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

## Requirements and recommendations from this inspection:

### Immediate requirements:

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

No.	Standard	Regulation	Requirement	Timescale for action

### Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Domiciliary Care Agencies Regulations 2002 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

### Recommendations

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

No	Refer to Standard	Good Practice Recommendations
1	7	Support plans should continue to be developed using a person centred approach and ensure they reflect people's current needs and wishes.
2	21	Management should make sure that the schedule for staff supervisions is followed and individual supervision is provided three monthly. Recommendation outstanding from previous inspection.

## Helpline:

**Telephone:** 03000 616161 or

**Textphone:** or

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** [www.cqc.org.uk](http://www.cqc.org.uk)

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

Copyright © (2009) Commission for Social Care Inspection (CSCI). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CSCI copyright, with the title and date of publication of the document specified.