

INSPECTION PROCESS

Summary of National Standards inspected in attached report

Care Homes for Older People

Inspection was conducted to the following National Care Standards:

Standard 1: Informing and deciding

You have all the information you need to help you decide about moving into the care home.

Standard 4: Your environment

Your environment will enhance your quality of life and be a pleasant place to live.

Standard 5: Management and staffing arrangements

You experience good quality support and care. This is provided by management and staff whose professional training and expertise allows them to meet your needs. The service operates in line with all necessary legal requirements and best-practice guidelines.

Standard 6: Support arrangements

You can be confident before moving in that the home will meet your support and care needs and personal preferences. Staff will develop with you a personal plan that details your needs and preferences and sets out how they will be met, in a way that you find acceptable.

Standard 7: Moving in

You are welcomed by staff, and they encourage and support you, helping you through the stages of moving in.

Standard 18: Staying in touch

You have help to use services, aids and equipment for communication if your first language is not English or if you have any other communication needs.