

## Safeguarding Adults from Abuse

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## 1. Introduction

Harpenden Mencap regards the safeguarding and protection of the people we support to be of the highest priority. Everyone has the right to live a life that is free from harm and abuse and Harpenden Mencap alongside its commissioning partners are committed to ensuring an environment within its services which is free from abuse, harassment, violence and aggression. Adult abuse can happen to anyone, anywhere at any time, and responsibility for recognising, reporting and recording lies with us all.

Safeguarding is not the responsibility of one person or one organisation. It is **'everybody's responsibility and everybody's business'** which includes staff, visitors, trustees, volunteers, commissioners and students.

Everyone working for, or on behalf of Harpenden Mencap must be able to recognise, respond and act efficiently and proportionally when abuse or neglect occurs, is witnessed or suspected.

Harpenden Mencap will ensure the guidance within the Care Act 2014 statutory guidance (which replaces the 'No Secrets' guidance), the Hertfordshire Safeguarding Adults Board (HSAB) policy and the legislation and regulatory requirements set out in Section 3 are integrated within this organisational policy and available to all staff. This will help to ensure Harpenden Mencap raises and keeps the awareness of all its staff, trustees and volunteers on 'Safeguarding' in everything they do and ensures Harpenden Mencap and its employees work in a collaborative manner with other agencies and individuals to 'safeguard adults at risk'.

## 2. Policy Statement

This safeguarding policy sets out the:

- principles and values underlying Harpenden Mencap's approach to the safeguarding of people we support;
- ways in which the organisation does this
- steps taken to avoid abuse/harm taking place
- actions taken to deal with abuse/harm if it occurs
- how it learns from incidents of abuse to prevent reoccurrence.

Harpenden Mencap works on the principle that people we support have the right to be kept safe from all forms of abuse, neglect and harm. Being and feeling safe will contribute a great deal to their wellbeing and quality of life. It therefore recognises that it must at all times protect people we support and identify and respond to specific instances of abuse, neglect or harm if they occur, following the required procedures and best practice guidance.

Harpenden Mencap aims to provide the very best quality of care and will not be satisfied with anything that falls short of this. We take every possible action to prevent abuse/harm and associated risks and to deal with the issues as promptly and effectively as possible when they arise.

Harpenden Mencap recognises that people we support who lack mental capacity are particularly vulnerable to abuse, neglect, harm and exploitation. We are mindful of the need to follow the principles and practice guidance that accompany the Mental Capacity Act 2005. These apply particularly to investigations of possible abuse, neglect or harm in which it is important to seek ways of ascertaining the experiences and views of any person

affected, or any alleged perpetrator, who might lack capacity, for example through the services of independent advocates.

### 3. Legislative and Regulatory Framework

This policy is informed by, and should be read alongside, current legislation, statutory guidance, regulatory requirements and local multi-agency procedures relating to adult safeguarding. Harpenden Mencap will review and update this policy where relevant changes are made to national law, statutory guidance, CQC requirements or Hertfordshire Safeguarding Adults Board procedures.

- **Care Act 2014:** This remains the main legal framework for adult safeguarding in England. It places duties on local authorities to make or cause enquiries where an adult with care and support needs is experiencing, or is at risk of, abuse or neglect and is unable to protect themselves. It also sets out the role of Safeguarding Adults Boards and Safeguarding Adults Reviews.
- **Care and Support Statutory Guidance:** This provides statutory guidance on implementing the Care Act 2014, including the six safeguarding principles, Making Safeguarding Personal, information sharing, safeguarding enquiries and partnership working.
- **Hertfordshire Safeguarding Adults Board Multi-Agency Safeguarding Adults Policy and Procedures:** Harpenden Mencap will follow the current HSAB procedures for raising concerns, responding to safeguarding issues, making referrals, contributing to enquiries and working with partner agencies in Hertfordshire.
- **Mental Capacity Act 2005 and Deprivation of Liberty Safeguards:** Harpenden Mencap will apply the principles of the Mental Capacity Act when supporting people who may lack capacity to make specific decisions. Where a person may be deprived of their liberty, the current Deprivation of Liberty Safeguards framework must be followed until any replacement arrangements are formally implemented.
- **Liberty Protection Safeguards:** Harpenden Mencap recognises that Liberty Protection Safeguards have been proposed as a replacement for Deprivation of Liberty Safeguards, but they are not currently in force. The organisation will monitor national implementation and update this policy and related procedures when any changes take legal effect.
- **Care Quality Commission requirements:** Where Harpenden Mencap provides regulated activity, it will meet relevant CQC requirements, including making statutory notifications about allegations of abuse, serious injuries, police involvement, DoLS outcomes and other notifiable incidents within required timescales.
- **Safeguarding Vulnerable Groups Act 2006 and Disclosure and Barring Service requirements:** Harpenden Mencap will comply with safer recruitment, barred list checks and DBS referral duties where a person has harmed, or may pose a risk of harm to, adults at risk or children.
- **Health and Care Act 2022:** Harpenden Mencap will ensure that staff receive learning disability and autism training appropriate to their role, in line with statutory requirements for CQC-registered providers and relevant guidance, including the Oliver McGowan Code of Practice.
- **Other relevant legislation and guidance:** This includes, but is not limited to, the Human Rights Act 1998, Equality Act 2010, Data Protection Act 2018 and UK GDPR, Domestic Abuse Act 2021, Modern Slavery Act 2015, Sexual Offences Act 2003, Health and Safety at Work etc. Act 1974, and relevant NICE guidance on safeguarding adults in care settings.

### 3. Principles and Values

Harpenden Mencap shares and is committed to the vision of the Hertfordshire Safeguarding Adults Board (HSAB) and the guidance within the Care Act 2014 and related statutory framework described in Section 3, which empowers and protects adults who are at risk of abuse and neglect. Our policy is based on the **Six Principles of Safeguarding** that underpin all adult safeguarding work:

Table 1 - Six Principles of Safeguarding

Principle	Description	Person's view
<b>Empowerment</b>	Adults are encouraged to make their own decisions and are provided with support and information.	I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens
<b>Prevention</b>	Strategies are developed to prevent abuse and neglect that promotes resilience and self – determination.	I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help
<b>Proportionality</b>	A proportionate and least intrusive response is made balanced with the level of risk.	I am confident that the professionals will work in my interest and only get involved as much as needed.
<b>Protection</b>	Adults are offered ways to protect themselves, and there is a co-ordinated response to adult safeguarding	I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able.
<b>Partnerships</b>	Local Solutions through services working together within their communities	I am confident that the information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation.
<b>Accountability</b>	Accountability and transparency in delivering a safeguarding response.	I am clear about the roles and responsibilities of all those involved in the solution to the problem

### 4. Roles and Responsibilities

#### 4.1. Chair of Trustees

On behalf of the Board of Trustees, the Chair is responsible for ensuring that Harpenden Mencap Society is compliant with safeguarding legislation and regulatory requirements, including those set out in Section 3, by:

- Ensuring that there is a fit-for-purpose and up-to-date Safeguarding Policy in place;
- Nominating a trustee to oversee safeguarding matters and who is up to date with the current legislation;
- Liaising with the CEO to ensure effective management of safeguarding;
- Ensuring that the Board of Trustees understand and discharge their legal responsibilities to those employed by Harpenden Mencap.

#### **4.2. Chief Executive Officer (CEO)**

As the most senior representative of Harpenden Mencap the CEO is the lead for all safeguarding matters on a day to day basis by:

- Promoting a culture where adults we support are protected from abuse;
- Ensuring effective organisational arrangements for recruitment and selection of staff and volunteers;
- Ensuring effective arrangements for the training, development and supervision of staff and volunteers that promotes a culture where adults are protected from abuse;
- Ensuring that action is taken in all cases of suspected or actual abuse;
- Ensuring that Managers uphold their responsibilities in recording, informing and monitoring the safety of the people they support by providing regular 1:1 and group supervision;
- Provide assurance to the trustee board on safeguarding matters.

#### **4.3. Registered Managers and Senior Staff**

The Registered Managers are responsible and accountable to the CEO, providing expertise in their area and speciality which includes the safeguarding of the people we support. They will:

- Ensure compliance with the HSAB and Harpenden Mencap's policies and procedures for safeguarding adults at risk of abuse;
- Foster a culture and ethos that is hostile to any type of abuse or harm;
- Ensure that recruitment procedures are fully adopted to minimise the risk of potential or actual abusers;
- Ensure that all staff are inducted and trained annually in safeguarding procedures;
- Take the lead role in safeguarding the adults we support through ensuring the quality of the service provided, the supervision and training of staff and responding to concerns about adults at risk;
- Informing the CEO when they suspect or are made aware of any potential abuse or neglect and to ensure that action is taken swiftly in line with the HSAB policy;
- Effectively monitor and record safeguarding issues, alerts and concerns.
- Seek feedback from staff under their responsibility on safeguarding matters and areas of concern;
- Ensuring that the people we support are empowered and are aware of their rights to live without fear of abuse;
- Notify the Care Quality Commission of all instances of abuse, alleged or suspected abuse, and other notifiable incidents in line with the requirements described in Section 3.

#### **4.4. Staff and Volunteers**

Staff and volunteers need to be aware that safeguarding is everyone's business and responsibility. All staff and volunteers must:

- treat people we support with sensitivity and respect at all times;
- never engage in any abusive or harmful action in relation to people we support;
- report anything they witness which is or might be abusive/harmful;
- co-operate in every possible way in any investigation into alleged abuse;
- participate in training activities relating to abuse/harm and protection from harm.

#### **4.5. Safeguarding Champion**

In line with best practice, Harpenden Mencap has safeguarding leads or “champions”, who provides a one-stop point of contact for addressing initially all safeguarding concerns in the service and in corresponding and communicating with external agencies, particularly the local authority adult safeguarding team. The names of the safeguarding leads, including the lead Trustee for safeguarding, are prominently displayed in each service.

### **5. Safe Recruitment Practices**

Harpenden Mencap takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard, and co-operates in all initiatives regarding the sharing of information on staff who are found to be unsuitable to work with adults at risk.

The home ensures that new employees employed in regulated activity have been checked against Disclosure and Barring Service (DBS) criminal records and barred lists in line with the current requirements described in Section 3.

### **6. Defining Abuse**

Harpenden Mencap works to definitions of abuse and neglect that have been developed nationally, included in the Care Act 2014 statutory guidance and adopted locally. It recognises that abuse, neglect or harm of people using services may take many forms including:

- physical abuse;
- social abuse, including bullying, cyberbullying, harassment and personal exploitation;
- social isolation/scapegoating/ostracism/stigmatisation;
- financial or material abuse;
- psychological or emotional abuse;
- sexual abuse or exploitation;
- neglect and acts of omission;
- discriminatory abuse;
- self-harm, including self-neglect;
- inhuman or degrading treatment;
- inappropriate or excessive restraint and restrictions on movement and activities;
- organisational abuse.

There are also various forms of antisocial behaviour that intentionally or unintentionally can result in being abused or harmed. These include general rowdiness, creating lots of noise, keeping people awake, interfering and invasions of people’s privacy.

The scope of local authority statutory safeguarding responsibilities includes domestic abuse and violence, modern slavery, female genital mutilation and forced marriage as forms of abuse that will need to be addressed by the organisation if it has evidence that any person using services is experiencing any of these forms of abuse.

### **7. Preventing Abuse**

Harpenden Mencap is committed to taking all possible steps to prevent abuse, neglect or harm of people we support including:

- setting out and making widely known the procedures for responding to suspicions or evidence of abuse/harm;
- operating HR policies which ensure that all potential staff involved in regulated activity are rigorously checked, by the taking up of references and clearance through DBS criminal records and barred list checks, with equivalent checks for staff employed from overseas;
- incorporating material relevant to abuse/harm into staff training at all levels;
- maintaining vigilance concerning the possibility of abuse/harm of people receiving care and support from any source;
- encouraging among staff, people receiving care and all other stakeholders a climate of openness and awareness that makes it possible to pass on concerns about behaviour that might be abusive or that might lead to abuse/harm;
- devising systems that minimise the risk of abuse, neglect or harm of people receiving care and support by others by understanding and dealing appropriately with any form of aggression;
- maintaining effective procedures for regulating any contact the staff need to have with the property, money or financial affairs of people receiving care;
- communicating any safeguarding concerns to Hertfordshire Safeguarding Adults Board;
- helping people receiving support and care as far as possible to avoid or control situations or relationships that would make them vulnerable to abuse/harm;
- having a clear whistleblowing policy (Freedom to Speak Up) that informs staff of their rights and responsibilities when reporting concerns to management or an appropriate outside agency.

## 8. Identifying Actual or Possible Abuse

Harpenden Mencap will identify any instances of actual or possible abuse, neglect or harm of people we support by all possible means including:

- fostering an open and trusting communication structure so that staff, people we support and others feel able to discuss their concerns with someone authorised to take action;
- ensuring that all staff and the people we support know whom they may turn to for advice and action if they become aware or suspect that abuse/harm is occurring;
- encouraging staff to recognise that a commitment to the highest possible standards of care must, when necessary, overrule loyalty to colleagues individually or corporately;
- making it clear to staff that failing to report incidents or suspicions of abuse is itself abusive and may lead to disciplinary or criminal proceedings;
- operating systems of management, supervision, internal inspection and quality control that have the potential to reveal abuse/harm where it exists.

## 9. Procedures Following Actual or Suspected Abuse, Neglect or Harm

If abuse, neglect or harm is clearly occurring or is alleged to have occurred, Harpenden Mencap takes swift action to limit the impact on people we support and to respond to the concern, as follows.

### **8.1. Initial procedures**

A staff member who witnesses a situation in which a person receiving care or support is in actual or imminent danger must use their judgement as to the best way to stop what is happening without further harm to anyone involved, including themselves.

It is not possible to be prescriptive about this because the circumstances might be different in each case. The staff member could act by immediately intervening personally or by summoning help from the nearest source, which could be from spectator or colleague, use of a panic alarm, phoning a line manager or 999.

The service will carry out risk assessments so that it has contingency plans for responding to the more likely events or when anyone is most likely to be in danger from acts of harm. Staff will be trained in emergency procedures, for example, in responding to violent behaviour.

Any staff member to whom actual or suspected abuse, neglect or harm is reported — usually the manager or a senior staff member — must immediately take any further action necessary to provide protection, support or additional care to a person who has been harmed.

The manager will discuss with the known or suspected abused or harmed person what actions they consider to be appropriate. In some circumstances, the person might not wish any action to be taken or agree to a referral being made on their behalf.

In such cases, the manager will consider whether there are reasons for overriding the person's wishes, eg because it is in the public interest and to prevent further harm. This could include seeking advice from the Hertfordshire Safeguarding Adults Board.

Any person whom it is thought might lack mental capacity to give their consent for the abuse, neglect or harm to be reported will be assessed for their capacity to decide and a “best interests” decision will be taken in line with Mental Capacity Act procedures and the framework described in Section 3.

### **8.2. Referring incidents of abuse or of alleged abuse**

Once a person has consented to further action being taken, or for someone unable to give their consent it has been decided that it is in their best interests to do so, the senior staff member or manager, or whoever has authority at the time, will then alert the local authority through the online portal and follow its procedures and guidance from that point on, in line with the HSAB procedures referenced in Section 3. This could involve a strategy meeting and an action plan to be implemented following the strategy meeting.

The specific procedures to be followed and referral forms are those available on the HSAB website at [Report a Concern](#). In some instances, the registered manager or person responsible for safeguarding might need to report the matter directly to the police and take guidance from them on the measures to be taken. When referring incidents of abuse, neglect or harm, or alleged abuse, neglect or harm:

- The registered manager must ensure that there is no further risk of the person being abused, neglected or harmed by the alleged or suspected perpetrator;
- The registered manager must address the needs of the person affected for any special or additional care, support or protection, or for checks on health or wellbeing as set out in the person's safeguarding plan;

- If the alleged abuser is a staff member and there is sufficient evidence that abuse/harm has or might have occurred, the manager will suspend the person from duty pending the outcome of a disciplinary investigation;
- The manager will receive guidance on the steps to be taken following the local safeguarding adults authority strategy meeting, which will be held following the reporting of the abuse or suspected abuse/harm;
- If the evidence is insufficiently strong to warrant suspension, the staff member against whom the allegation has been made will be instructed not to have further unsupervised contact with any people using services until the matter is resolved.

It should be noted that, in the event of a referral being made to the police because a criminal offence might have been committed, the police investigation will take precedence and no action should be taken that might jeopardise its enquiries or contaminate the evidence it is seeking and collecting.

### **8.3. Enquiring into alleged abuse**

Enquiries are based on a person-centred approach in which the wellbeing of the person affected is the central focus of all the activities involved. In many cases, an investigation will be carried out or led by a member of an external agency in line with the action plan determined by the initial strategy meeting convened by the local Safeguarding Adults Board. If a staff member is expected to carry out an investigation, the following guidance should be followed.

- The person appointed to make the enquiries will usually consult the person who may have been abused, neglected or harmed to hear their account of what has occurred and their views about what action should be taken, involving the person's relatives, friends or representatives if that is appropriate and in line with the wishes of the person receiving care.
- The enquiries should take into account:
  - the fears and sensitivity of the person who has been abused, neglected or harmed
  - any risks of intimidation or reprisals
  - the need to protect and support witnesses
  - any confidentiality or data protection issues
  - the possible involvement of other agencies, including the police, local safeguarding team and the CQC
  - the obligation to keep the person affected and, in specific instances, the alleged perpetrator informed about the progress of the investigation.
- It will be important to assure the person who may have been abused, neglected or harmed that they will be taken seriously, that their comments will as far as possible be treated confidentially, that they will be protected from reprisals and intimidation, and that they will be kept informed of actions taken and of the outcome.
- It will be important to consider if the person needs independent help or representation, including the services of an independent advocate, in presenting their evidence and, in conjunction with the registered manager if necessary, will arrange for the appropriate help or support to be made available.
- If the person who has been abused, neglected or harmed expressly states a wish that no further action should be taken, the investigating officer will consider whether:
  - a danger to others exists from not investigating further

- in the light of that assessment it is possible to follow the person's wishes
- in any case precautionary measures should be taken to protect others from the possibility of abuse from the same source.

The person will be informed of what is to happen.

- If it is decided that an investigation should proceed, the investigating officer will, as discreetly and confidentially as possible, look into all aspects of the situation.
- The enquiry could include interviewing the staff involved in the incident or circumstances up to that point, hearing and assessing evidence from any others who might be in a position to supply information, exploring every other possible source of evidence, maintaining appropriate contact with any other agencies involved, and if necessary seeking expert advice on any technical aspects of the situation which are outside the knowledge or expertise available within the organisation.
- Any staff from whom evidence is taken will be assured that they will be dealt with in a fair and equitable manner and informed of their employment, legal and procedural rights.
- The person affected, and where appropriate their relatives, friends or representatives, will at all times be kept as fully informed as possible of what is happening regarding the suspected abuse, neglect or harm.
- The investigation will be carried out within an agreed timescale.
- The findings will usually be presented to the local safeguarding adults strategy group, which will then decide what further action to take, eg that a safeguarding plan should be developed and implemented.

#### **8.4. Following the Enquiry**

If it seems from the enquiries that, on the balance of probabilities, abuse, neglect or harm did take place, the manager will, if the perpetrator is a staff member, initiate and carry through proceedings according to Harpenden Mencap's disciplinary policy or, if the perpetrator is not a member of staff, take action to involve other responsible bodies.

If abuse, neglect or harm is proved against a care staff member, the manager will initiate appropriate action, which may include dismissal and referral to the DBS to prevent them from being employed further in regulated activity. Other employment sanctions could apply depending on whether there might have been mitigating or extenuating circumstances. In some cases, retraining could be appropriate.

The person receiving care or their representatives will be informed of the outcome of the investigation and any further action and will be consulted about whether any redress or apology would be appropriate and helpful to them, in line with the service's duty of candour.

The manager will take appropriate steps to inform the DBS for possible inclusion of the person on its barring lists as someone who is unsuitable to work again in regulated activity with at-risk adults and/or children.

Where relevant to the resolution of the situation, a plan will be drawn up to address the issues with the alleged or known perpetrator(s), particularly if they will be continuing to form part of the victim's life, directly or indirectly.

At all stages of the process, a careful record will be kept of all actions taken, paying particular attention to the sensitivity of the person affected.

### **8.5. Planning further action**

At the end of an incident involving possible or actual abuse, neglect or harm, managers should review what has happened with a view to assessing whether Harpenden Mencap or its management has been in any way culpable, ineffective or negligent, learning lessons for the way Harpenden Mencap should operate in the future, and passing on any appropriate information to other agencies.

If necessary, Harpenden Mencap will review and revise the organisation's policies, procedures and training arrangements in response to any material that has emerged from the incident or the investigation. This may be carried out with advice and guidance from the HSAB.

Through regular audits, Harpenden Mencap will review its care records to identify hidden or outstanding safeguarding concerns, for which further action is required.

## **9. Record Keeping**

Harpenden Mencap ensures that all details associated with allegations of abuse, neglect or harm are recorded clearly and accurately. The records are kept securely and the organisation's rules on confidentiality are carefully followed. Reports are made as required to the CQC and other safeguarding agencies involved, in line with the statutory and regulatory requirements described in Section 3. There is an auditing schedule for all relevant safeguarding records.

## **10. Referrals to DBS Barred Lists**

Harpenden Mencap always complies with its legal requirement, as referenced in Section 3, to refer a staff member to the DBS barred lists where it has evidence that the staff member has been guilty of misconduct by harming, or putting at risk of harm, a person receiving care or another adult at risk during the course of their work, following the procedures issued by the DBS.

## **11. Training**

All staff receive training in recognising abuse, neglect or harm and carrying out their responsibilities under this policy, including the legislative and regulatory requirements described in Section 3, as part of their induction programme and further training in line with their training needs, as identified from supervision, appraisals, policy developments and changes. Training is updated on a regular scheduled basis, at least annually.

All training, including induction training, is in line with the guidance and standards produced by the relevant social and health care workforce development organisations, the local safeguarding authority training policies, NICE NG189 (2021) guidance and the Oliver McGowan Code of Practice on statutory learning disability and autism training.

Harpenden Mencap will ensure that all staff who have contact with, or may have contact with, people with a learning disability and autistic people receive learning disability and autism training appropriate to their role, in line with the Health and Care Act 2022 and CQC requirements. The Oliver McGowan Mandatory Training on Learning Disability and Autism is the Government's preferred and recommended training package for meeting this requirement.

Managers will identify the appropriate level or tier of Oliver McGowan training for each role, ensure completion is recorded, and use supervision, appraisal and ongoing competency checks to confirm that staff understand and maintain the knowledge and skills needed to

support autistic people and people with a learning disability safely, respectfully and effectively.

Harpenden Mencap's safeguarding training strategy aims to ensure that:

- Staff new to care work must achieve Standard 10: Safeguarding Adults and Standard 11: Safeguarding Children to achieve the Care Certificate;
- Other new staff will have a baseline training level, which is at least the equivalent of the Care Certificate standards 10 and 11 from previous or current induction training;
- Harpenden Mencap will check organisational knowledge and competencies to ensure it meets the required standard and provide additional training if needed;
- Staff receive Oliver McGowan Mandatory Training on Learning Disability and Autism at a level appropriate to their role, and completion is recorded and monitored as part of the organisation's training compliance arrangements;
- All staff receive training to ensure that they are familiar with Hertfordshire Safeguarding Adults Boards policies and procedures;
- All staff following induction are expected to achieve a standard of competence that is at a Level 2 award and/or a multi-agency (Level 3) training in safeguarding;
- Managers and staff responsible for safeguarding will receive Specialist Safeguarding Training (Level 4) and, where appropriate, to their roles and responsibilities, achieve the Multi-agency Safeguarding Leaders Development Programme (Level 5).
- The registered managers will include the Safeguarding unit (LMAC5C/S) in their Level 5 Diploma in Leading and Managing Adult Care Service.

## Contact Details

### **Harpenden Mencap**

Telephone: 01582 460055

Email: [office@harpendenmencap.co.uk](mailto:office@harpendenmencap.co.uk)

### **Hertfordshire County Council**

Telephone: 0300 123 4040

Website: [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

### **Urgent social care referral**

If someone is at immediate risk of harm or care arrangements have broken down and they require an urgent response:

Telephone: **0300 123 4042.**

Lines are open 24 hours a day.

### **Care Quality Commission**

Telephone: 03000 616 161

Website: [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)