

Appendix 3

Methodology

Questionnaire

A total of 253 questionnaires were sent to providers and 137 responses were returned. This equates to a return rate of 54%.

Consultation

Ann Carswell	Head of Service Standards Unit
Julia Pilsbury	Team Leader (Registration and Inspection)
Dave Alexander	Team Leader (Registration and Inspection)
Val Wareham	Inspector
Maria Edwards	Voluntary Action Leicester
Carol Varley	Voluntary Action Leicester

Observing the Inspection Process

One unannounced inspection was observed of a private adult residential care home. The inspection was selected by the author from a list of inspections that were due for that period. A discussion with the inspecting officer took place before the inspection, which included looking at the previous inspection report.

Advisory Panel

The author observed an adult advisory panel

Internal Documentation

- Complaints database
- Procedures manual
- Inspection report format
- Inspection documentation
- Newsletters
- Procedure on disclosure of information to other parties
- Adult Home pack
- Children's Home pack
- Lay Assessor recruitment information (Job description & person specification)

Reading Material

- Transition plan for OFSTED
- Transition plan for the National Care Standards Commission
- Department of Health Circular LAC(94)16 Inspecting Social Services
- Chief Executives annual report 2000 on the Social Services Department's Registration and Inspection Team

Other Contacts

- Richard Beaver SSI