

NEWS RELEASE FROM
THE REGISTERED NURSING HOME ASSOCIATION

Issued 22nd May 2006

**RNHA SUPPORT FOR CSCI INITIATIVE TO HELP
PEOPLE CHOOSE THE RIGHT CARE SERVICES**

The Registered Nursing Home Association (RNHA) has welcomed two new initiatives launched by the Commission for Social Care Inspection (CSCI) to help people choose care services that will best meet their particular needs and preferences.

New CSCI website pages enable individuals to type in details of the kind of service they want in a specific geographical area, as well as being able to access the latest inspection reports on those services.

“There is no doubt that this makes it easier for people to identify services that are local to them,” said RNHA chief executive officer Frank Ursell. “The pity is that all care homes are lumped together on the website. So if someone specifically wants a nursing home, they have to click on the names of all the care homes in their area individually in order to identify those which provide nursing. It would be helpful if CSCI could modify the site in order to enable users to find nursing homes more quickly.”

The RNHA believes that a new CSCI booklet, entitled *Social Care: Choosing the Right Service for You*, contains useful tips for users of services, especially on what to look for and what questions to ask.

“Finding a service or a care home that is right for you can be difficult and confusing,” said Mr Ursell. “The CSCI booklet is right to advise people to take their time and not to be rushed into hasty decisions.”

The RNHA has praised the leaflet for its clear and unequivocal statement that, contrary to what people may read in the media, abuse and neglect of people using social care services is not widespread, but that where it occurs, it needs to be stamped out.

“We believe that this is a fair and balanced assessment of the situation,” said Mr Ursell. “In recent years there have been wildly irresponsible allegations which, if true, would have meant that virtually everyone receiving social care was being abused. That was and remains complete and utter nonsense. CSCI, however, has got it right. Abuse is not widespread. But every effort must be made to make it non-existent.”

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Notes to editors:

1. *Social Care: Choosing the Right Service for You* may be viewed and downloaded from the website of the Commission for Social Care Inspection: www.csci.org.uk, which also contains a registered services directory enabling visitors to the site to find care services in their own areas and view CSCI inspection reports on those services.
2. The Registered Nursing Home Association represents over 1,200 nursing homes across the UK. The RNHA's web site, www.rhna.co.uk, includes details of all its nursing home members. Nursing homes differ from residential care homes in terms of the type and intensity of care offered.

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