



Follow up report

Peak Care Limited Peak Care Homecare	
Region:	East Midlands
Location address:	The Beeches Moor Road, Ashover Chesterfield Derbyshire S45 0AQ
Type of service:	Domiciliary care service Extra Care housing services Supported living service
Date of Publication:	May 2012
Overview of the service:	Peak Care Homecare provides personal care to people who live in their own homes.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Peak Care Homecare was meeting the essential standards of quality and safety reviewed.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this follow up

We carried out this follow up to check whether Peak Care Homecare had taken action in relation to:

Outcome 04 - Care and welfare of people who use services

How we carried out this follow up

We reviewed all the information we hold about this provider.

What people told us

We spoke with people who used the service during our visit on 23 January 2012.

People told us the service was a reliable one and no called had been missed. Staff were reported as being responsive to people when they had asked staff to visit them.

Please see our previous report published in February 2012

What we found about the standards we followed up

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

The provider is meeting this regulation.

The provider told us they had made improvements in the documentation and review of environmental and medication risk assessments. This reduced the risk of people receiving inappropriate or unsafe care.

Other information

Please see previous review reports for more information. We will follow these up separately.

What is a follow-up report?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

CQC licenses services if they meet essential standards and we constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations.

When we have completed a review of compliance, we publish a report on our website as soon as possible setting out our findings and judgements.

If we asked the provider to send us a report saying what they were going to do to meet the standards, we follow this up to make sure that the necessary changes have been made.

We publish a follow-up report when action has been taken and the provider is meeting the standard(s).

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we generally do one of two things:

- Set **compliance actions**: These are actions a provider must take so that they **achieve** compliance with the essential standards.
- Take **enforcement action**: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA