

Review of compliance

RCHT/Shenehom Housing Association Shenehom Housing Association	
Region:	London
Location address:	31-32 Ranelagh Avenue Barnes London SW13 0BN
Type of service:	Care home service without nursing
Date of Publication:	July 2011
Overview of the service:	<p>Shenehom is registered to provide accommodation and support for a maximum of 13 people who experience enduring mental health issues. Staff do not provide personal care but if required in the short-term this can be provided by an external agency.</p> <p>The service is provided by Richmond Upon Thames Churches Housing Trust (RUTCHT), who lease the property from</p>

	the London Borough of Richmond.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Shenehom Housing Association was meeting all the essential standards of quality and safety.

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

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 10 June 2011, talked to staff and talked to people who use services.

What people told us

People told us that they feel at home at the service. They said that Shenehom works on a community basis, where they consult with staff about decisions that need to be made, and they all take on different responsibilities to make the service operate.

People said that they feel respected for who they are, and that they can lead the lives they want to, with staff support if they want.

They said they enjoy the different holidays and weekend breaks that are arranged with them throughout the year, as it gives them an opportunity to find out about new places and meet different people.

What we found about the standards we reviewed and how well Shenehom Housing Association was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People like living at the service because they are involved in decisions that affect them and supported to develop independence in their lives.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

People who use the service are fully involved in decisions about themselves and the service provided at Shenehom.

Overall, we found that Shenehom was meeting this essential standard.

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

People experience a level of support that is appropriately planned for, and with their full involvement.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 05: Food and drink should meet people's individual dietary needs

People who use the service are supported to have a good nutritional balance, that meets their individual needs.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 06: People should get safe and coordinated care when they move between different services

People who use the service receive appropriate levels of support from relevant healthcare professionals.

Overall, we found that Shenehom was meeting this essential standard

Outcome 07: People should be protected from abuse and staff should respect their human rights

Risks to people who use the service are minimised by training of staff and the systems in place at the service.

Overall, we found that Shenehom was meeting this essential standard

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

The home is clean and hygienic for the people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

Medication is administered safely and appropriately to people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

People live in a homely environment that is spacious and meets their needs.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

The equipment at the home is suitable for the people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

Risks to people who use the service are minimised through the recruitment procedures at the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People are supported by a staff team who know their needs and are committed to their work.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Staff have good training and support to help them meet the needs of the people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

There are systems in place to manage risks at the service. People who use the service are involved in decisions that affect them at the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 17: People should have their complaints listened to and acted on properly

People who use the service are provided with information of how they can raise concerns about the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

There are systems for ensuring that information about people who use the service is held confidentially.

Overall, we found that Shenehom was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

People told us that they like the autonomy that they have living at Shenehom. They told us that they are fully involved in all decisions about the service that affect them on an individual and group basis. People spoke about how they are encouraged to be independent in their life, and how they plan with staff to ensure that food is bought and prepared. Also that housework chores are carried out, with each person having different areas of responsibility throughout the week.

On the day we visited a number of people were returning from a group holiday to the seaside. Other holidays, such as camping, long weekend breaks are planned on a small and whole group basis, to give all the people who use the service opportunities to have holidays at up to three times a year.

People who chose not to go on the recent holiday told us that this was their decision, which was respected by the staff.

People who use the service said that they like living at the home because there is a good, relaxed atmosphere. We saw a number of positive interactions between the staff and people who use the service.

Other evidence

People were going about their daily lives, with staff support as necessary.

The care plans are person centred and include goals that people want to achieve, with steps as to how this can happen. People's preferences and things they like to do are clearly recorded, as well as their dislikes and what support they need. Where people have specific religious or cultural needs, we saw that these were clearly identified in their care plans, and the activities and menus at the home, adapted to accommodate the observance of this.

We saw that people were individually dressed in clean and appropriate clothes for the time of year.

We saw evidence to demonstrate that day to day decisions about changes to the service, food, trips and activities included discussion with, and the involvement of, people who use the service.

Our judgement

People like living at the service because they are involved in decisions that affect them and supported to develop independence in their lives.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 02: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- * Where they are able, give valid consent to the examination, care, treatment and support they receive.
- * Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- * Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People told us that they are aware of their treatment and support plan because they have been involved in planning this with their keyworker. They said that they can have a copy of their care plan, but are happy for this to be kept in their file, in the staff office. People who use the service told us about the community meeting that takes place at the start of every week, where everyone who lives and works there plans for the week ahead, and decides on what tasks they will undertake, such as shopping for vegetables, or carrying out health and safety checks.

Other evidence

The training records indicate that staff have completed training in person centred care approaches and this is reflected in the care plans, which focus on individual needs and goals, and have been signed by the person who uses the service to demonstrate their consent.

Staff have undertaken training in the Mental Capacity Act 2005, and we saw evidence in the care files of best interest discussions that had taken place with multidisciplinary team members. There is also guidance information about the Mental Capacity Act 2005 on display in the office for staff to refer to when necessary.

Our judgement

People who use the service are fully involved in decisions about themselves and the service provided at Shenehom.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People who use the service told us that they are free to pursue their own interests and social activities, but need to ensure that they also carry out their agreed responsibilities to ensure that the home runs smoothly. People said that they like the responsibilities they do, because "...it makes me feel involved..", and "...it is what I would do if I was living in my own home..". People told us that they can "...come and go.." from the service when they wanted to, just so long as they informed staff.

We saw that people were given support when they asked for it, even at short notice.

Other evidence

The support plans and risk management plans are person centred and provide a history of the person and the ways that they will be supported with their social, emotional and physical needs. They are reviewed regularly to ensure that risks are minimised for people in the activities they choose to do.

We saw that risk assessments had also been developed for 'extra-ordinary' events, such as the holiday that people had been on, to ensure that any potential risks had been identified and planned for.

Our judgement

People experience a level of support that is appropriately planned for, and with their full involvement.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 05: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

* Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with Outcome 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

People liked that they can go into the kitchen and make snacks and drinks whenever they want.

People told us that the menus are decided at the weekly community meeting, where they can make suggestions about what they would like, and plan who will take on the chores of shopping, cooking and cleaning up after meals.

Other evidence

On walking into the kitchen there was a large selection of fresh fruits for people to help themselves to. The food storage areas were appropriately stocked with a variety of foods, condiments and spices to use for preparing meals.

The support plans detail any specific dietary needs that people have, in relation to cultural or medical issues, and we saw that these were accommodated for in the menu planning and foods available.

Our judgement

People who use the service are supported to have a good nutritional balance, that meets their individual needs.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 06: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

* Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with Outcome 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us

People told us that they are able to see a doctor, dentist, or other health professional when they need to.

Other evidence

During our visit we saw people being supported to attend healthcare appointments. A record of all appointments, meetings and reviews with members of the multi-disciplinary are maintained in each person's care file.

We saw relevant correspondence between staff and community psychiatric nurses, and psychologists in the seeking relevant support for people who use the service.

Each person has a key worker who they work together with to look at areas where they need support, and plan goals to achieve these.

Our judgement

People who use the service receive appropriate levels of support from relevant healthcare professionals.

Overall, we found that Shenehom was meeting this essential standard

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People who live at the home told us that they felt safe

Other evidence

Our records reflect that there have been no safeguarding incidents that have occurred at the service during the period since our last review.

Staff have training in safeguarding people from abuse, and there are policies to support them in their work. The service has also developed a safeguarding policy for the people who use the service, to provide an understanding of different types of abuse, with details of some people they can contact if they are concerned.

A record is maintained of all incidents and accidents that happen at the service, and the steps taken as a result of this to minimise the risk of these happening again.

Our judgement

Risks to people who use the service are minimised by training of staff and the systems in place at the service.

Overall, we found that Shenehom was meeting this essential standard

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

People told us that they are involved in keeping the service clean, as part of their duties that they are involved in planning every week. They said that they do not mind doing this, as it is part of living at the home, which they enjoy

Other evidence

The service employs a housekeeper who cleans the home three times a week.

We saw that all areas of the home were clean and fresh smelling.

There was appropriate hand washing and drying facilities in each bathroom, toilet and the kitchen area.

Our judgement

The home is clean and hygienic for the people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People who use the service told us that they the support they need with ensuring they have their medication. Some said that this is through prompting, whilst others said that they manage their own medication

Other evidence

We saw that medication is stored appropriately in lockable wall mounted cabinets.

The staff undertake periodic training in medicine administration to ensure they follow up to date procedures. Staff said that they are looking forward to the upcoming planned training sessions about medication for specific mental health problems, to enhance their understanding of how these work.

The medication administration charts that staff use to record medicines given were up to date and accurate. Accompanying each person's medication chart there was a photo of the person, along with details of any allergies they may have.

We saw that prior to people self medicating, they are assessed to ensure that they can manage this, and store their medicines safely.

The staff ensure that where some people need to attend routine blood tests, or have medication administered by external healthcare professionals, that the appointments of these are recorded in the diary to remind people to attend.

Our judgement

Medication is administered safely and appropriately to people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

People who use the service said that they feel at home, and that there are enough communal areas to enable them to spend time on their own, or in the company of others.

Other evidence

Shenehom is a large Victorian style property. The décor and furnishings are modern, and comfortable with people able to personalise their own bedrooms. There are a number of communal areas that are well utilised, with a large dining area, and three separate quiet, smoking and television lounges.

We saw records to evidence that appropriate health and safety checks are carried out on the electrical, gas and fire systems. Routine checking also takes place of the water and fridge temperatures to ensure these are operating at a safe level.

Our judgement

People live in a homely environment that is spacious and meets their needs.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).

* Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with Outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

People said that they have all the equipment they need to live comfortably. They told us that if any equipment stops working this is generally repaired in good time.

Other evidence

Staff informed us that no specialist equipment is needed for people who use the service, and that if any was required then this was be provided following necessary assessment of the person.

Health and safety records indicate that periodic checks are carried out on all electrical equipment at the service (Portable Appliance Testing).

We saw that the service has all equipment relevant for the running of a care service, as well as ensuring that people have all relevant equipment for day to day living.

Our judgement

The equipment at the home is suitable for the people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 12: Requirements relating to workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

The people we spoke to said that they respect the staff as they feel that they respect them. They said that they feel there is a good staff mix that have been recruited to work at the service.

Other evidence

We looked at a number of staff files and found that appropriate checks had been carried out prior to their starting work at the service. These included Criminal Record Bureau checks, checks on their identification and references from previous employers.

As part of the recruitment process potential staff are interviewed by the manager and another staff member, with records maintained of the interview questions and staff responses.

Our judgement

Risks to people who use the service are minimised through the recruitment procedures at the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 13: Staffing

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People who use the service told us that they feel there are enough staff working during the day and night, and that staff were generally always available when they needed them.

Whilst we were at the home we saw staff organising themselves so that they could meet the support needs of a person who needed to go to an appointment, whilst also ensuring the home was adequately staffed.

Other evidence

The staffing rota shows that the home is staffed appropriately throughout the 24 hour period.

Staff we spoke to complimented the team they work in, describing that each staff member has their individual skills and experiences which enhance the way they work and the support given to the people who use the service.

Our judgement

People are supported by a staff team who know their needs and are committed to their work.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

The people we spoke to said that all the staff are supportive towards them, and that they get the support they need. They told us that there is a good mixture of staff that are all approachable, and that the staff ".. know what they are doing..".

Other evidence

Staff told us that they feel well supported by their peers and the manager, with regular staff support sessions run at the home. They said that they feel appreciated in their work, and enjoy that they working as a community, alongside the people who use the service.

We saw records to demonstrate that new staff undertake a period of induction and probation, with reviews at intervals throughout the probationary period. Regular staff supervision and team meetings take place. Annual appraisals take place, through the 360 degree review process, with the involvement of the people who use the service, whose comments add to the performance review of each staff member.

Staff have relevant training for their role, such as person centred care planning, cognitive behavioural therapy, fire training and health and safety. Staff are supported by the provider to pursue individual professional qualifications that enhance their work, such as psychotherapy and counselling.

Our judgement

Staff have good training and support to help them meet the needs of the people who use the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

People told us that they are involved in decision making at the home. They said that recent decisions they have been consulted about are where to go on holidays, and how to best make use of the communal areas at the service.

People said that the service works as a community, with decisions made between them and the staff.

Other evidence

Shenehom carries out an annual review of the service which involves giving surveys to the people who use the service to gain feedback about what improvements can be made. The results of these are then discussed amongst the Trustees of the organisation and people who use the service, with an action plan drawn up to develop the service.

Weekly community meetings and daily house meetings also give people an opportunity to discuss the service.

Records indicate that regular checks are carried out on the environment, with an assessment of hazards leading to risk management plans to minimise risks to people who use the service. Accidents and incidents that have occurred at the service are recorded, and the information from these used to inform the risk management plans.

Our judgement

There are systems in place to manage risks at the service. People who use the service

are involved in decisions that affect them at the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- * Are sure that their comments and complaints are listened to and acted on effectively.
- * Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with Outcome 17: Complaints

Our findings

What people who use the service experienced and told us

People told us that if they were concerned about anything or needed to make a complaint they would do this by talking to their key worker, or the manager. The people we spoke to said that if they were aware of the complaint procedures at the service, as this was given to them when they moved in, and is on display at the home. People said that they would also feel able to talk to their social worker or a family member if something was upsetting them about the service.

Other evidence

We saw that the complaints procedure was on display in the communal areas of the service. This also includes information about other external bodies, such as the CQC, that people can contact if necessary. A complaints log is maintained at the service, which records of actions taken as a result of any complaints. There have been no formal complaints made about the service since our last review.

Our judgement

People who use the service are provided with information of how they can raise concerns about the service.

Overall, we found that Shenehom was meeting this essential standard.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

* Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.

* Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is compliant with Outcome 21: Records

Our findings

What people who use the service experienced and told us

People told us that they are aware of the information held about them at the service, as they have opportunities to look through their care files, as part of their care plan reviews, which they sign their agreement to.

Other evidence

The service stores information about people who use the service in lockable metal storage cabinets in the office area to maintain confidentiality. The information in these are factual, individualised to the person and kept up to date.

All records relating to staff are kept in similar storage cabinets, in a locked room at the home.

Our judgement

There are systems for ensuring that information about people who use the service is held confidentially.

Overall, we found that Shenehom was meeting this essential standard.

What is a review of compliance?

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.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will 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. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

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 may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

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.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
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