

Review of compliance

Southside Partnership
227, Norwood Road,

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| Region: | London |
| Location address: | 227, Norwood Road, London SE24 9EG |
| Type of service: | Care home service without nursing |
| Date the review was completed: | March 2011 |
| Overview of the service: | The service provides accommodation and care for up to 5 people with mental health needs. The service assists people to develop their independence and potential, including, where appropriate, working towards more independent living. |

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

What we found overall

We found that 227, Norwood Road was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 8 March 2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

People who live at the home told us that they are happy there and find the staff 'nice and friendly' and 'helpful'. They said that they are well supported with the things that are important to them.

People told us that the house is clean and they like the communal spaces, their bedrooms and the garden. They said that they can choose what to do and enjoy a range of social and educational activities.

What we found about the standards we reviewed and how well 227, Norwood Road was meeting them

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People who live at the home are involved in their assessments and care planning. Their views are listened to and considered in the planning of the services provided.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

The people who use the service are given the opportunity to consent to care and treatment. They are supported to ensure that their decisions are listened to. Staff are trained to ensure that they are aware of the importance of respecting the decisions made, and how to take them into account.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

People who use the service are well supported by staff and involved professionals to have their individual needs met and to work towards achieving their goals.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Outcome 5: Food and drink should meet people's individual dietary needs

People who live at the service are supported to have their nutritional needs and individual preferences met. They are assisted to learn skills in meal planning and preparation.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

People benefit from a service which is coordinated between providers. Information is shared appropriately to meet the needs of the people living at the service. Good communication between the service and other professionals means that people benefit from a multidisciplinary approach to their care.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Outcome 7: People should be protected from abuse and staff should respect their human rights

There are suitable arrangements to contribute to the protection of people who live at the service from the risk of abuse. Staff understand safeguarding procedures and how and when they should be implemented. People are informed of their rights and how to raise concerns.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

People benefit from living in an environment that is clean and hygienic.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

The arrangements for managing medication ensure that people are well informed about the medications they take, why they are important and what to do if they are dissatisfied with any of them. They are encouraged to be as involved as possible in the administration process and staff monitor compliance to ensure safety. There are good arrangements for the receipt, storage, administration and recording of medication matters.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

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

The premises are safe and suitable for the people who live there.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

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

The safety systems and procedures ensure that people are not at any risk from the equipment used at the service.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

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

People are protected by recruitment procedures which are safe and thorough.

- Overall, we found that 227, Norwood Road 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

There are sufficient, appropriately knowledgeable and experienced, staff available to support the people who live at the service.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

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

The people who live at the home are supported by staff who themselves are well trained and supported in their roles.

- Overall, we found that 227, Norwood Road 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 effective systems in place to ensure that the service is regularly assessed and monitored. The views of the people who are involved with Southside Partnership are included in these systems.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

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

People are encouraged to raise complaints, comments and concerns. There are systems to deal with and monitor them.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

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

People who live at the home have access and contribute to their records which are kept confidential. The records contribute to their safety and well being.

- Overall, we found that 227, Norwood Road was meeting this essential standard.

Other information

Please see previous review reports for more information.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
People who live at the home told us that they meet with their key workers to discuss how they are, their hopes for the future and any concerns they have. People confirmed that they are involved with matters to do with the running of the home. In addition they meet as a group with the staff team to discuss matters of general concern about the service.

Other evidence
We saw on records that people are involved in assessments of their progress and welfare and in drawing up action plans arising from these assessments.

Staff were respectful and friendly when talking to people who use the service.

Southside Partnership has expressed commitment to involving people who use their services in their planning and delivery. The areas in which they are involved include quality assurance; staff recruitment and training. Some people called 'Ambassadors' work alongside the managers of Southside Partnership to represent the

organisation. They previously or currently use the services provided by the organisation.

Our judgement

People who live at the home are involved in their assessments and care planning. Their views are listened to and considered in the planning of the services provided.

Outcome 2: 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 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
The people told us that they are involved in care planning and review meetings where they can express their views about care and treatment options. Information is provided to allow people to make informed decisions and advocates are involved as appropriate.

Other evidence
People who use the service had signed a variety of documents to confirm their involvement in assessments of need, risk, action plans and care plans.

We were informed of examples of people being supported to make decisions about the medical care they received.

Staff receive relevant training to ensure that they are aware of the need to gain and review consent from people who use services and to act on their views. The training includes person centred planning; diversity; Deprivation of Liberty Safeguards and the Mental Capacity Act.

Our judgement

The people who use the service are given the opportunity to consent to care and treatment. They are supported to ensure that their decisions are listened to. Staff are trained to ensure that they are aware of the importance of respecting the decisions made, and how to take them into account.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
People told us that they are helped by living at this service. We heard that people give their care managers positive feedback on the support they receive and the experience of living at the service. They gave us examples of the help they receive, including budgeting; arranging social activities; shopping and household tasks such as cleaning and cooking.

Other evidence
People are consulted about their individual goals which are recorded and care planning is aimed, wherever possible, at achieving them. Support programmes are aimed at developing skills and progress is monitored and reviewed. Records that we looked at showed progress towards goals.

Information we received from a professional involved with the service confirmed that staff are active in providing a positive recovery and rehabilitation programme to support people. We were told that they assist people with community involvement; their health care requirements and in developing independence skills. People are well supported, offered choice and assisted with their goal to move on to a placement where they can be more independent.

Our judgement

People who use the service are well supported by staff and involved professionals to have their individual needs met and to work towards achieving their goals.

Outcome 5: 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 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
People told us that they are involved in menu planning, shopping and cooking. They said they liked the food in the home. One person told us that she had cooked chicken curry recently. Another person was going shopping for ingredients to make pancakes that evening, as our visit took place on Shrove Tuesday.

Other evidence
Each person cooks individually most of the time with any necessary assistance from staff. Group meals are always arranged for special occasions such as Christmas, Easter, birthdays and other celebrations. We saw records of meals, they include culturally appropriate food, and meals out and take away food. The food stocks showed that fresh items are used regularly and stored properly.

Advice is available on healthy eating, both from staff and in leaflets that are available in the conservatory. Fruit was available during our visit. Nutritional needs are recorded in care plans, including the support given if a person wishes to manage their weight.

Our judgement
People who live at the service are supported to have their nutritional needs and individual preferences met. They are assisted to learn skills in meal planning and preparation.

Outcome 6: 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 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
People told us that they see the other professionals involved with their care when they need or wish to.

Other evidence
The team has regular contact with other providers both through Care Programme Approach meetings and through regular monitoring. The professionals with whom they have contact include the GP, social work staff, community psychiatric nurses and psychiatrists. Clear records detailed the nature and outcome of the contact.

People are supported to make independent contact with other providers when they wish to do so.

We were told by an involved professional that staff provide detailed feedback on the progress of the person with whom they are involved and flag up any issues or concerns when necessary. Discussion with staff from the service showed that they work effectively as part of a multi disciplinary team aimed at providing good support for each individual who uses the service.

Our judgement
People benefit from a service which is coordinated between providers. Information is

shared appropriately to meet the needs of the people living at the service. Good communication between the service and other professionals means that people benefit from a multidisciplinary approach to their care.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
The people we spoke to could identify a person to talk to if they had concerns or worries about their own or another person’s safety. They were confident that their concerns would be listened to and addressed.

We saw that people were spoken to with warmth and respect, consulted about their opinions and appeared comfortable in their home.

Other evidence
Information leaflets are available for people to see in the conservatory. They include information about safeguarding and how to approach people outside the service such as advocates, if they wish to do so. ‘Easy read’ versions of the Southside safeguarding and complaints policies are available. The safeguarding policy was discussed with people who live at the home during a recent meeting.

Staff recognise when a person who lives at the home has particular vulnerabilities and risk assessments are conducted with the aim of safeguarding the person from harm. An action plan is drawn up to promote their safety.

The staff we spoke had received training in safeguarding issues. They knew how to

recognise an issue of concern and what action to take in such an event. Senior staff have received training in managing safeguarding investigations.

We noted that the service had strengthened their procedures in response to a concern of this nature elsewhere in the organisation. This demonstrates a pro-active approach to safeguarding which seeks to reflect on incidents where people had been at risk and learn from them.

Our judgement

There are suitable arrangements to contribute to the protection of people who live at the service from the risk of abuse. Staff understand safeguarding procedures and how and when they should be implemented. People are informed of their rights and how to raise concerns.

Outcome 8: 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 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
A person who lives at the home said that one of the reasons why she likes it is that it is clean. She said that she likes helping to do cleaning with staff. People said that they like their bedrooms and they are personalised and clean.

Other evidence
We saw the communal areas on the ground floor of the home and found that they are clean, tidy and odour free. A person who visits the home told us that she has always found the environment to be clean and well maintained.

Antibacterial hand-wash and hand towels were available to maintain hygienic conditions for people who live at the home and staff.

Staff have received training in infection control as part of their annual training about health and safety matters. A specific course on infection control is planned for April 2011 which some members of the Norwood Road team will attend, with others receiving the training over the next few months.

Our judgement
People benefit from living in an environment that is clean and hygienic.

Outcome 9: 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 9: Management of medicines

Our findings

What people who use the service experienced and told us
The people who use the service are supported to be as involved as safely possible in the administration of their medication. There is a self-administration programme in the service which encourages people to have more control over their medication management after risk assessment. One person in the service is collecting their own medication, filling a dossett box and signing the medication sheet. Staff monitor and record this.

We were told that staff provide support for people who express dissatisfaction or if there is an issue with their medication by contacting their Care Coordinator or consultant and arranging emergency medication review. Medication reviews are held when a customer requests or when conditions change. Non-psychotic medication is prescribed by the GP after consultation and is reviewed regularly.

There is an 'easy read' version of the medication policy available for people who live at the service. The policy was reviewed in 2010 and included consultation with people who use Southside Partnership services. Medication information sheets are available for people who use the service as well as for staff.

Other evidence

Medication is safely stored and well organised. There are good systems to ensure that stocks are recorded on receipt, monitored and checked daily to ensure that errors are detected promptly.

The medication administration records were in good order with no unexplained gaps and appropriate information, including allergies, recorded. There were clear medication profiles for each person who receives medication.

Each member of staff responsible for administering medication has received training and been assessed as competent for the task. The manager monitors on-going competence in this area and would address any issues promptly.

Our judgement

The arrangements for managing medication ensure that people are well informed about the medications they take, why they are important and what to do if they are dissatisfied with any of them. They are encouraged to be as involved as possible in the administration process and staff monitor compliance to ensure safety. There are good arrangements for the receipt, storage, administration and recording of medication matters.

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 told us that they like the home; they said they particularly like their bedrooms, the garden and the outside sitting area. They said that they have been involved in decisions about how to decorate the communal areas and how to arrange their bedrooms. People are encouraged to be involved in daily safety checks and in cleaning tasks. One person said that they like the building because it is clean and likes assisting to keep it clean.

Other evidence
The service is clear that it would be an unsuitable place for a person with a mobility problem to live as the bedrooms are on the upper floors of the building. There are steps to the front door which are fitted with a handrail and steps in the rear garden. There is ample communal space on the ground floor of the building, consisting of a living room, kitchen, conservatory and garden with a covered sitting area.

We noted during our visit that a small area of flooring had lifted and this could have presented a trip hazard. When this was pointed out to a senior member of staff he reassured us that he would make the area safe without delay. A person who visits the home told us that she has always found the environment to be clean and well maintained.

Our judgement
The premises are safe and suitable for the people who live there.

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
The people who use the service currently do not need any specialist medical equipment.

Other evidence
Domestic equipment and appliances are maintained in good order and are safe and suitable for use. Appropriate checks are conducted to ensure on going safety.

Our judgement
The safety systems and procedures ensure that people are not at any risk from the equipment used at the service.

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
People who live at the service described staff as 'helpful people'. People are involved with the way that the service is run, including with recruitment.

Other evidence
The recruitment procedure includes checks and references to ensure that staff are suitable to work in this setting and have the appropriate experience and knowledge. Recruitment is conducted according to equal opportunities practices. The recruitment records are kept at the organisation's head office and a check of a sample of records will be made in due course.

Our judgement
People are protected by recruitment procedures which are safe and thorough.

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
We were told that staff are helpful and available to help when they are needed.

Other evidence
There is a stable staff team and little staff turnover. This allows consistency of care. Throughout the day it is usual for there to be two or three members of staff available to work in the service. There is one person on duty from 7pm and sleeping overnight in the home, with any necessary assistance available through an 'on-call' system.

We heard from a range of people that this is sufficient for the needs and numbers of people who live in the service. When there is a particular need these staffing levels are increased, for example, if a person is unwell and requires extra supervision and assistance.

Our judgement
There are sufficient, appropriately knowledgeable and experienced, staff available to support the people who live at the service.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
People who live at the home said they liked the staff and were confident that they can assist them a range of matters.

Other evidence
People who work at the home said that they are supported to do their work well. Newly appointed staff receive an induction to their role and to the organisation and its policies and procedures. Training is provided in a range of practice and development issues and supervision from senior staff is available at appropriate intervals. An annual appraisal system is in place.

The team and the organisation were described as supportive to individual members of staff and people who use the service.

Our judgement
The people who live at the home are supported by staff who themselves are well trained and supported in their roles.

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 who live in the home told us that they are asked their opinions and views about the service at monthly meetings and they feel that they are listened to. They also confirmed that they attend meetings about their care, and are asked to contribute their views to the meetings. They are consulted about daily events in the home.

Other evidence
Assessment records on files were completed by people who live in the service as well as by staff. Care plans are drawn up with the involvement of the people they concern.

Senior staff from Southside Partnership visit the service to monitor the quality, they talk to people who live their and staff as part of this process.

Southside Partnership has, at a management level, a Quality and Performance sub-committee which monitors the quality of services provided. The organisation runs regular open forums inviting people receiving support to meet with senior managers, including the Directors of Services and the Chief Executive. They have appointed a

number of 'service user ambassadors' who visit services to meet other service users and feed this back to senior staff and the Board. An annual customer satisfaction survey is conducted to monitor how people are experiencing the services.

The organisation has demonstrated that it is able to learn from events that may have put the people who use the service at risk and change their practice in response.

Our judgement

There are effective systems in place to ensure that the service is regularly assessed and monitored. The views of the people who are involved with Southside Partnership are included in these systems.

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 we spoke to could identify someone they would talk to if they wanted to make a complaint or raise a concern. They were confident that staff would deal with their worries properly. An 'easy read' copy of the complaints procedure is available for people.

Other evidence
No complaints have been made at this service for over a year. Any complaints that are made within Southside Partnership are monitored and reported to the Management Board.

Discussion with staff showed a commitment to dealing with matters of concern at an early stage.

Our judgement
People are encouraged to raise complaints, comments and concerns. There are systems to deal with and monitor them.

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 who live at the home told us that they are included in recording. Information is kept confidential.

Other evidence
The records we saw were up to date, in good order and accurate.

We were told that staff are able to provide detailed feedback on the progress of people who use the service, this is aided by effective record keeping.

Our judgement
People who live at the home have access and contribute to their records which are kept confidential. The records contribute to their safety and well being.

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 Adult 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

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Care Quality Commission

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